



qmetric | HR & Career Solutions is currently recruiting, on behalf of [Goodvidio](#), the position of

Customer Success Manager (Job opening ID: CSMGV)

The company

Goodvidio is a [venture-backed](#), [award winning](#) startup with offices in Thessaloniki and London. With customers including some of the world's largest retailers and brands, Goodvidio is on a mission to change the way video is used in ecommerce. We believe that the "play" button is taking center stage as the most compelling call-to-action on the Web and we are developing the social video curation and optimization technology to help retailers and brands seize the opportunity. Our software is helping ecommerce businesses across the world to upgrade the online shopping experience they deliver to customers, by enhancing their sites with the best curated product videos from social media.

The position

The successful candidate will join the team in the office of Thessaloniki. The role of the Customer Success Manager includes the following responsibilities:

- Proactively communicates and engages with customers who sign-up for the service, scheduling and delivering product demos to qualify and educate leads
- Assists new customers with getting started and using the service, working closely with internal teams to coordinate successful onboarding
- Facilitates the transition of new sign-ups/leads to fully engaged users of the service with the aim to convert trial customers to paying customers
- Identifies customer goals, establishes success factors and supports customers in achieving those throughout the customer lifecycle
- Ensures and communicates customer success by monitoring key performance indicators and preparing reports with analytics tools
- Analyzes metrics collected by the service to understand the impact of video across different types of online shopping journeys, and shares insights with internal teams
- Identifies opportunities for customer account growth
- Manages lead flow and reports on sales pipeline status
- Maintains deep knowledge of Goodvidio's product and services
- Monitors the use and application of Goodvidio's product and services and takes action to prevent and eliminate churn risks
- Records common lead/customer questions, concerns and wishes and voices those internally, helping to improve Goodvidio's services.

Your profile

In order for you to be able to successfully carry out the duties of the position, you should possess the following:

- Excellent communication skills
- Excellent (we can't stress that enough!) command of the English language, both written and verbal, as you will be primarily talking to contacts in the UK and USA
- Strong analytical skills
- 3+ years account management experience (ideally in B2B and/or software industry)
- Ability to work independently, under minimal supervision
- Initiative and results-oriented mindset
- Ability to respond to shifting priorities, demands and timelines
- Strong organizational skills, ability to establish clear priorities and meet deadlines
- Tech-savvy and comfortable using modern web analytics tools and CRM software
- Genuine team spirit.

Bonus points if you have:

- Experience in online marketing, e-commerce or retail
- Experience in the software industry (ideally in Saas)
- Ability to communicate on a professional level in additional languages.

Our Client offers

In case you are selected for the position of Customer Success Manager, you will have access to the following:

- Competitive salary
- Company stock plan
- Opportunity for rapid career advancement
- Insights into best practices of high-growth companies in the software industry
- Fun and challenging work environment
- Modern and comfortable office space
- Whatever tools and learning resources you need to do your job
- Apple workstation
- Free lunch, selection of snacks and coffee at our office.

Are you interested?

Are you addicted to delighting customers? Do you think yourself as a strong communicator and influencer? Is proactivity a big part of your professional self? If yes, please click [here](#) in order to submit your application.

The selection process

qmetric applies a demanding selection process, in order to ensure its fairness. Shortlisted candidates will be assessed with the use of Competency Based Interviews (CBI), personality and work sample tests. All the shortlisted candidates will also have access to personalized feedback, regarding their performance during the selection process.

Our company treats each application with strict confidence