



Customer Success Manager - Job description

The opportunity

We have a unique opportunity in a startup for a talented resource to develop our customer department. Following initial huge traction from the market, we now need to develop first class customer operations. Our customer success manager will be responsible for delighting our customers from initial testing to a full roll-out.

The key responsibilities, in collaboration with the Sales and Product teams, will be to ensure that projects are delivered on time and budget and delight our customers. You will be required to bring your creativity and experience to streamline our process and ensure a massive productivity gain, while also ensuring quality. You will be part of the growth of Freeedrive and will contribute to shaping the direction of the company.

Company Description

Freeedrive is a startup looking for the best employees to enable a safety revolution by changing driver's behaviors. Freeedrive's ambition to make roads safer by reducing the first root cause (25%) of driving accident: mobile usage. Freeedrive is the fleet safety solution, aiming to prevent the use of smartphones behind the wheel. On the one hand, the use of disruptive phone applications is discouraged. On the other hand, the safety score provides the driver and the fleet manager with an overview of fleet safety. In addition to our main goal of saving lives and increasing safety, we also enable our customers to decrease costs.

Your fit with the Freeedrive culture is a key success factor to joining the team. At Freeedrive, we strive to provide high quality in everything we do. We reach that through our commitment to supporting our fellow coworkers and to delivering the best services to our clients. Above all else, we focus on the team and our ability to progress together while having FUN. To apply to Freeedrive, consider how you can bring fun to the team, while helping us to deliver high quality results via an extraordinary commitment to the team and to our mission.

Desired Skills and Experience

The ideal candidate will have the following experience:

- You have between 0-3 years of experience in managing B2B projects.
- You have defined and improved processes of installing and delivering products.
- You have the ability to work in a small structure.
- You have worked in an international environment.
- Experience in fleet management is a plus.

The ideal candidate will also possess the following skills:

- Very strong organizational skills
- Pragmatic, make-it-happen mentality
- Results oriented
- Customer centric
- Excellent oral and written communication skills (English, Dutch or French, any additional language is a plus)
- Stress resistant
- Master's degree preferred

Finally, the candidate should share our company values:

- Strong commitment to quality
- Team player
- Work hard & play hard
- Commitment to deliver
- Honesty

What do we offer?

- Working in a fast growing and international startup eco-system environment (Belgium, France, Pakistan)
- Your job provides a direct impact on the company, you will shape with the rest of the team the company.
- Your job has a positive contribution to the Society, by reducing number of car accidents, injuries, death.
- You will have the opportunity to grow as fast as the company grow
- A full time job