

Customer Success Specialist

Who We Are

Headquartered in Paris, Talentoday developed a talent assessment application providing individual insights with psychometric instruments and predictive analytics, supporting our core purpose of empowering growth. Together as a team, we are able to empower the growth of our clients, teams and individuals around the globe, and extend our core purpose to the pulse of our organization. By cultivating Talentoday's employee experience as "the place to grow," we couple our passion for science and technology with a commitment to collaboration and learning in a dynamic work environment.

Currently we have millions of users and hundreds of clients, spread across more than 160 countries, using Talentoday's application to uncover their potential and foster engaged work, or education, environments. To help us expand our application and provide more professional guidance to talent and companies alike, we are expanding the Talentoday team!

What You'll Do

Through locking arms with the sales team, under the direct supervision of the Director of Customer Success, this position will work to fulfill post-sales activities for existing Talentoday clients--with a focus on French speaking clients. In addition to providing general on-boarding, training and support to increase customer engagement, you will be expected to have a business development mindset, focusing on sales activities for renewals and professional services through a consultative approach to customer management.

- Become an expert certified Talentoday counselor to establish a deep understanding of the science behind Talentoday's psychometrics assessment and a subject matter expert (SME) in Talentoday's application.
- Develop a sales strategy specific to Talentoday's services to enhance customer engagement and increase utilization of Talentoday's product and services.
- Adhere to general Talentoday customer success and sales processes for renewals and upsells aimed to decrease client account churn and increase revenue.
- Achieve KPIs as reviewed and assigned on a quarterly and annual basis.
- Manage client demos and post-sale client relationships through onboarding new clients to Talentoday's application and training them on Talentoday Manager functionalities.
- Provide instructor led training onsite or via other methods, such as video conferencing.
- Analyze and evaluate data sourced through Talentoday's application to identify trends and changes in client engagement and carryout corresponding client relationship activities (emails, phone calls, training, social media, messaging, etc.).
- Develop, sell and lead Professional Services including trainings, webinars, on-site consulting, etc.
- Provide marketing and educational materials to existing clients for both engagement and to notify them of changes to our product and/or new product releases.

- Acting administrator within Talentoday's CRM platform by responding to client requests and maintaining an index of articles and replies to be shared publicly.
- Manage Talentoday's certification program and credits granted.

What We're Looking For

- Bachelor's degree in business or communications
- 1-3 years experience managing customer relationships and/or sales
- Must be able to read, speak and write in French at native proficiency
- Must be able to read, speak and write in English at professional proficiency or higher
- Experience working in a technology company, SaaS a plus
- Strong interpersonal and teamwork skills
- Experience with a digital CRM platform(s)

That's Great, but What About Employee Offerings?

- Opportunity to work for a growing international technology company
- Ability to create and execute strategies that support overall team success
- Convenient office location in the 2nd arrondissement next to the Bourse metro station

Please send all questions and CVs to **Emily Sloan** at e.sloan@talentoday.com.