

Client Success Manager

We are looking for an entrepreneurial person, to join our small team of dedicated people to scale up our B2B SaaS solution Spendency and take it global. Are you looking for an opportunity to grow as a person whilst working in a rapidly growing company? Do you love challenges, interacting with people and driving change? If so you might be Spendency's first Client Success Manager.

To be successful you need to be willing to do the job yourself but also capable of growing your responsibility as the company grows. Currently all customer support and customer success processes are managed jointly by the team, but as the company grows we understand it is time to bring someone onboard to focus solely on it. In your role you will be responsible for designing, implementing and executing everything that has to do with ensuring our customers success so that they get the maximum value out of our products and services. You will start as a single bright shining star but we hope that we grow so you can be in charge of your own constellation. Initially you will have many responsibilities including:

- **Establishing Customer Success and Support Practices**

You will ensure that our customers get the maximum value out of using Spendency. That means working with our customers to educate them and support them as well as improving and automating this work. We want you to lay the foundation for future colleagues to come in and excel in their work in supporting our customers. We hope that our growth will accelerate with you onboard so that you soon will be involved in hiring, training and managing new bright stars.

- **Adapting a Data Driven Approach to Continuous Improvement**

We expect you to adapt a data driven approach to constantly enhance the value for and the experience of our customers. This includes identifying recurring questions and issues and identifying, implementing and leveraging best of breed technology to resolve them. Improve and automate processes like new customer onboarding and identifying customers who are yet to fully achieve the full usage of our solution and help them close that gap.

- **Energising Our Customers and Take Their Feedback Back to Improve Our Offering**

You will be working closely with our customers and users to make their life easier. You start by providing them with a seamless onboarding experience and you will continue to build your role as trusted advisor to support them in bigger decisions like configuring data models and setting up integrations as well as providing in the moment support for questions about product usage. In your role as a trusted advisor you will gain insights into the problems our customers are facing and we expect you to bring those insights back into the product roadmap to ensure our solution remains relevant and adds ever increasing value to our customers. So in addition to working with our customers we want you involved in planning and designing new features with the rest of the product team.

Core values and personality traits

Although we offer a Software as a Service, we see ourselves first and foremost as a people centric business. Internally amongst colleagues and externally towards customers we expect that every person is treated with respect and kindness. We believe in openness and communication, in responsibility and personal growth, in collaboration and sharing.

We think you will be a person that loves solving problems, helping people and finding improvements. You have a growth, sales and service oriented mindset and you have come to the realisation that taking responsibility for your own personal development will make you successful no matter what challenge you take on. You need to be able to communicate well in English both in speaking and writing. Having a good understanding of the Swedish language is a plus but it is not necessary. Having an understanding about purchasing and spend analysis is a plus but not a requirement. You will need advanced Excel skills. If you are not already an advanced Excel user but can provide dedication and hard work we can provide the guidance that you need to develop into it.

For us it is more important to find a person with the right mindset and capabilities rather than the right experience and knowledge. We want someone who is willing to work hard and see their responsibilities increase over time.

Other

We have offices in Stockholm and Malmö but you can work from anywhere in Sweden. In the last year we have all worked remotely.

This is a full time position.

About Spendency

Spendency is a SaaS analytics solution providing purchasing departments with one of their core tools to gain control over their spend, reduce costs and ensure CSR compliance. Our clients are based mainly in Europe but we are seeing an increased interest from all over the world.

We are currently a small team but are now on the cusp of starting our real growth journey, going from a small startup to a larger and well established company. We are super excited about the work we do, the clients we help and the opportunities we see in front of us and we could not be more excited to get some more people on board for the journey.

Potential applicants can send their questions or application to:

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