

# Customer Success at Share.Place

Based in Paris, France

Share.Place is looking for a Customer Success Manager to create a seamless customer experience and strengthen the position of Share.Place as a leader in the content collaboration platform market. Our mission is to create the best App to reinvent the way teams work.

Working closely with, and reporting to the CRO, the Customer Success Manager is responsible for supporting customer journey including successful onboarding, feature discovery and revenue growth.

This is a great opportunity to join a growing social impact orientated tech startup and work on projects that are solving important problems directly affecting people and our planet.

## **Key responsibilities:**

- Retain and grow value with our customers establishing and maintaining a strong relationship, through successful onboarding and deployment,
- Gain a deep understanding of our business goals, and turn data into compelling stories and actionable insights to help customers succeed
- Minimize churn risk ruthlessly through account flagging process and identification of key competitive risks
- Develop full working knowledge SharePlace and be able to deliver complete and top-notch customer training sessions.
- Share best practices for driving adoption, engagement and success stories with team.

## **Qualification:**

- 3-5 years of account management, software-as-a-service, managing strategic enterprise relationships, driving key business objectives, and running quarterly business reviews,
- Strong interpersonal skills in person, on the phone, and through email,
- A collaborative individual that can work in a dynamic environment with technical and non-technical teams
- Fluent in English & French.

## **Company values to add:**

At Share.Place, we

- work with passion,
- focus on simplicity,
- are ethical and transparent,
- delight customers and share success.

## **About Share.Place:**

Located in the heart of Paris and cofounded by former Talend's co-founders (\$2b market cap / Nasdaq TLND), Share.Place allows users to work on shared documents of all types (MS Office, Google Suite, Adobe Creative Suite...) in a seamless manner, focusing on what matters at the right time.

Share.Place package document sharing, version management and instant messaging in a disruptive platform designed for new generation of workers. The platform leverage state of the art technologies such as the Blockchain and Machine Learning providing real-time exchanges in a secure and fully personalized user experience.

Share.Place mainly target Professional Services companies (small to large) usually characterized by a high knowledge intensity. In those companies Share.Place bring collaboration transparency, security and efficiency to numerous departments: HR, IT, Sales & Marketing, Finance, Legal, Consulting, Procurement, Office management...