

Hello Customer Success Manager! Nice to meet you!

CrescoData is an exciting market leader in the Commerce space. Headquartered in Singapore, it delivers Commerce-in-the-Cloud services to enterprise customers across the globe.

We are embarking on the next stage of its journey as it has recently been acquired by the global shipping and mailing company Pitney Bowes. This strategic investment enhances the Company's product offerings for mid-high volume Ecommerce shippers. It also accelerates Pitney Bowes Enterprise Shipping and Locker go-to-market strategy for the Retail and Pharmacy verticals.

This is a unique opportunity to work in an agile market-leading company, play an integral role, in a fast growing sector and work with large global customers. At Cresco we work hard as an energetic tight-knit team, we hustle, pull together and have FUN!

Why We Want You!

Based in Sydney, Australia - hybrid work from home and in office at Macquarie Park, this role involves working with a wide range of enterprise size customers across the APAC and EMEA region to ensure the successful adoption and usage of CrescoData services. You will own revenue retention, uplift and churn targets.

This role suits someone who is looking to develop into an elite sales, marketing and business professional through training and mentorship delivered by the CrescoData leadership team.

Who you are:

This role is suitable for a mid-level professional with eCommerce customer success, account management, or performance marketing experience. You will have impeccable relational skills and can create win/win environments for all parties you work with. You will be responsible for providing an excellent customer service experience and help customers achieve their desired goals.

You are hungry, driven and enjoy working in a results style environment. We are looking for dynamic, enthusiastic people who want to learn and make a difference, leaders in the making, people who can think on their feet, who are not scared to use their initiative and suggest or try new things. We want people who thrive in a fast paced environment. You are passionate about technology and have the desire to train and exceed within all aspects of the role.

What you'll do

Customer Success

- Owns relationships with key customers
- Ensures customer success and service performance
- Subject matter expert: ensures customer is fully utilizing The Cresco Data Platform to drive eCommerce sales and deliver ROI for their business + optimising efficiency

10 Marina Boulevard, #05-02, Marina Bay Financial Centre Singapore 018981 169208 UEN: 201424298K

jobs@crescodata.com

- Provides training and service documentation
- Plans and executes the roll out of additional CrescoData services
- Ensures Customer fully understands how CrescoData operates and who to contact within the organisation
- Ensures customer is aware of the support process
- Owns revenue targets including uplift, variable, revenue retention + churn
- Rolls out Strategies for uplift, variable uplift and churn
- Shares ideas for product improvements
- Is the bridge between the customer, support, product and development an champions customer requests
- Assists with premier support
- Owns customer relationship for incident reporting

Skills + Qualifications

You will be a great fit if you have:

- 5+ years of experience in a customer/client-facing roles such as Customer Success Account
- Manager or similar experience of increasing customer satisfaction and retention
- Proven track record of sales
- A track record of working in a fast paced environment such as technology company, marketplace, digital agency and the ability to multi-task and troubleshoot
- Excellent problem-solving skills, strong time management and ability to manage competing priorities - someone who loves owing tasks to a positive outcome
- Ability to drive continuous value of PaaS and SaaS technology platform
- Ability to have technical conversations with technical and non-technical people
- Proven ability to build relationships at all levels, both internally and with our customers
- Bachelor's Degree (or equivalent) or higher

Our wish list

- A passion for new technology
- Experience of working with eCommerce or Paas/SaaS provider, or in a digital agency
- Experience of working with CRM and/or ticketing systems
- Hands-on, positive can-do attitude
- Enjoys dealing with people on a day-to-day basis
- Someone who can commit to our culture based on our values - the 3'H's - humble, hungry and hustle

What you will be walking into:

Culture is something that is really important to us at CrescoData. You'll be joining a friendly, inclusive team that values people, growth, development and fun! We regularly run weekly company initiatives like fitness bootcamps, team building days, monthly awards for going above and beyond and team events to reward hard work and a great attitude.