

Commercial Technology and Strategy

Job Title:	Customer Success Manager - Americas
Department:	Commercial Technology and Strategy
Location (primary):	Remote/Hybrid

Job Purpose

The Customer Success Manager - Americas is responsible for driving the successful activation and immediate revenue generation of newly contracted and dormant accounts. This role requires a proactive and strategic mindset but also a strong sense of accountability for driving results and ensuring the success of each customer interaction. The Customer Success Manager will work closely with internal teams to streamline existing process and develop new procedures, provide personalised support to new clients, including monitoring the progress of the API Integration and ensure a seamless transition to becoming active and engaged customers.

Key Responsibilities but not limited to

- Customer Onboarding ownership: Guide new customers throughout the onboarding process, providing assistance and support as needed to ensure a seamless experience.
- Communication: Maintain regular communication with customers throughout the onboarding and activation process, keeping them informed of progress, next steps, and any relevant updates or information.
- Customer Engagement: Proactively engage with customers to ensure they are making progress towards the onboarding and activation process, offering guidance, encouragement, and support to overcome any obstacles.
- Documentation: Maintain accurate records of customer interactions, including notes, feedback, and relevant details, to ensure a comprehensive understanding of each customer's journey.
- Proactive checks: Conduct regular audits and checks to identify potential barriers throughout account activation process before they become significant issues.
- Regular Reporting: Producing weekly call to update on the account activation process, including updates, blockers, solutions, and timeline by accounts.
- Troubleshooting: Address any issues or technical challenges that customers encounter throughout the account activation process, troubleshooting problems and providing solutions or escalation as necessary.
- Revenue Generation: Keeping track of account activation key metrics (L2B, Availability above 60%, TTV target), review account configurations, and propose adjustments where needed.

- Collaborate with Sales Team to develop and implement strategies to drive immediate revenue from newly con and dormant accounts.
- Issue Resolution: Collaborate with internal teams to address technical, credit, inventory, pricing, and availability issues.
- Provide personalized support and guidance to Sales Team and new clients to ensure a smooth onboarding experience.
- Product Education: Educate customers and Sales Team on the features, benefits, and capabilities of the product or service, helping them understand how to use it effectively to meet their needs.
- Collaboration: Work closely with cross-functional teams, including sales, customer support, pricing, finance, sourcing, to coordinate efforts and address customer needs effectively.
- Continuous Improvement: Identify opportunities to streamline existing process and developing replicate and reliable procedures to enhance efficiency and reduce activation time.
- Analysing accounts configuration for new and existing customers, identifying gaps/opportunities & product display status by analysing large datasets, drawing conclusions and actionable insights, and presenting them to Sales Team, Technical Account Managers and Sourcing.
- Review customer mappings at least for new and existing clients and mapping providers (Vervotech, Cangooroo, Juniper etc) in conjunction with Client Optimization and TAMs, on monthly basis, of our API client connections.

Essential Qualifications & Knowledge

- Proficiency in English, Spanish and Portuguese languages, including both written and spoken communication skills.
- Customer Service Skills: Strong interpersonal and communication skills, with the ability to empathize with customers and address their needs effectively.
- Customer Focus: Genuine commitment to delivering exceptional customer experiences, with a focus on understanding and meeting customer needs and expectations.
- Organizational Skills: Excellent organizational and time management skills, with the ability to keep track of multiple projects, prioritize tasks and meet deadlines effectively. The ability and deadlines are essential for this role, as it involves coordinating and executing multiple initiatives at once.
- Knowledge of relevant BI tools (Tableau, Power BI etc) & additional programming languages would be highly beneficial.
- Strong analytical and problem-solving skills, with the ability to collect, organize, and analyse complex data from multiple sources to analyse issues, identify root causes, and develop practical solutions.
- Adaptability: Flexibility and adaptability to work in a dynamic, fast-paced environment, with the ability to quickly learn and adapt to new processes and technologies.
- Detail-oriented and ability to work independently: Customer Success Manager will be responsible for managing their own workload and should be able to work independently and with attention to detail.
- Ability to provide personalized support and guidance to Sales Team and new clients.
- Experience in developing and implementing strategies to drive revenue.
- Strong collaboration skills and Teamwork: Collaborative mindset, the ability to work effectively with other teams and departments is essential for this role, as it involves collaborating with other members of the sourcing, finance, and sales team.
- Strong communicator with excellent interpersonal, presentation, facilitation and listening skills.
- Knowledge of travel industry: Understanding the travel industry and the specific challenges and opportunities it presents is a plus.

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- International highly skilled group of experts from all around the globe 🌐
- Dynamic environment with the chance to grow, influence & impact change ⚡
- Disruptive, fast-growing market leader within travel & endless possibilities 📁
- Culture built on collaboration 🤝
- Empowerment and innovation 💡

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