

Alexsei

<https://www.alexsei.com/job/customer-success-manager/>

Customer Success Manager

Description

Alexsei is a legal AI startup that provides answers to legal questions. We are a team of software engineers and lawyers working hard to achieve our long-term mission of making the law more accessible; that is, easier to understand more quickly and affordably.

As a Customer Success Manager you'll work with cutting edge technology and a powerful product to help quality clients (Law firms and inhouse counsel).

Responsibilities

- You will manage projects regarding the creation and implementation of new customer onboard strategy
- Your strong technical knowledge will help you to train our new and current clients in how using and dealing with our product
- You know to analyse and present data which will help you to improve the success of our clients and our relationship with them
- You'll work in collaboration with different teams to be part of the continuous improvement of AI.

Qualifications

- You spent at least 5 years in a project management role dealing with tech products and / or in the tech industry
- You have excellent written and verbal communication skills which you use to develop strong client relationship
- You're proactive and resourceful
- You love fast-paced work environment and thrive in it
- You manage well pressure and keep an opened and collaborative attitude while solving complex problems

The dream candidate will also have the following (but don't worry – if you don't, we'll teach you!)

- You'll comfortable with Jira in addition to Intercom
- You'll comfortable with Facebook for Developers

Contacts

If you're interested in this position but do not meet all the requirements, we'd still love to hear from you – just drop us a line to convince us you're the best fit!

Also, be sure to follow us on LinkedIn, Facebook and AngelList to stay up to date on any new Alexsei job opportunities

Hiring organization

Alexsei

Employment Type

Full time

Job Location

10 Dundas Street East, Suite 1002,
M5P 2J9, Toronto, Ontario
Remote work possible

Base Salary

\$ 30000 - \$ 40000

Date posted

October 28, 2019

Valid through

December 15, 2019