

CUSTOMER SUCCESS LEADER

Join Frequentiel and Shape the Future of Retail Technology!

About Us:

At Frequentiel, our mission is to revolutionize the sales experience by providing an effortless way to track and manage every product. We are at the forefront of the RFID-led retail revolution, offering solutions that empower retailers to track products at the individual unit level, from warehouses to delivery centers and points of sale. With our innovative approach, we aim to reduce waste and low-value tasks for retailers while enhancing sales and meeting consumers' specific needs and ESG standards.

Frequentiel's flagship solution, Octo+, has achieved a remarkable Product Market Fit, with over 30 delighted enterprise clients and a rapidly growing global demand, including some of the largest and most influential potential clients.

While we increase the number of Clients that use our solutions, it is now the good timing for putting in place a proper department of Customer Success. In close collaboration with the Sales team that will bring the projects and the Consulting team in charge of project deployment, the Customer Success team will be focus on helping our clients to achieve their goals, and by the same way increase Frequentiel Clients retention and revenue growth.

Your Opportunity:

As the first woman / man on the ground in the Customer Success department, you will directly work with Frequentiel management team in the creation of the department. You will manage Frequentiel Key Clients Business relationship and identify ways to secure and boost the value that Frequentiel brings.

By doing so, you will have a key role for developing Frequentiel solution adoption and advocacy. You will manage the growth of our existing Recurring Revenue and secure Clients Retention

Depending on your achievements, you might have the opportunity to consolidate your position and recruit an international team of Customer Success Managers.

Your Responsibilities:

- Help Clients during Onboarding processes, ensuring a smooth and successful start with Frequentiel solutions.
- Help Clients to define, based on their business goals and the agreed contracts what are the paths for success and the KPIs to achieve.
- Develop and maintain strong relationships with assigned customers.
- Monitor closely project advancement and make sure Clients and Frequentiel's teams are aligned.
- Regularly check in with customers to assess satisfaction and gather feedback.
- Provide training sessions or resources to help customers maximize the value of the product.
- Ensure customers are aware of and can effectively use all relevant features and functionalities.
- Coordinate with internal teams, such as Support, Products or Consulting, to ensure prompt resolution of Issues that are not under CSM scope.
- Encourage and support customers in achieving their desired outcomes.
- Work to secure renewals from existing customers.
- Identify opportunities to upsell additional products or services based on the customer's needs and usage patterns.

Ideal Profile:

We are seeking an ideal candidate who embodies the following qualities:

- First-hand experience in B2B Customer Success Management, preferably in a SaaS and/or Tech environment.
- A customer-centric mindset, with a genuine desire to help customers achieve their goals and a problem-solver attitude
- Excellent communication skills both verbal & written, effectively interacting with customers, understanding their needs, and conveying solutions clearly.
- Some good abilities to understand both supply-chain & RFID markets and Frequentiel SaaS solution.
- Technical proficiency allowing to troubleshoot technical issues and work well with Frequentiel tech teams.
- Ability to manage complex projects.
- Hands-on and pragmatic for building internal processes & tools and a team player who could inspire and listen to others, understanding diverse departmental needs.
- Knowledge of upselling and cross-selling techniques to identify opportunities for expansion within existing accounts.
- Thrive in a startup environment, with a high level of autonomy and efficiency.

- Fluent in English and French, with knowledge of additional languages (Arabic, Italian, German, Spanish, etc.) considered a plus.
- The ability to manage internal teams would be a plus for the role development.

Frequentiel has offices in Paris / Miami / Toulouse / Lille / Bordeaux...
Other European locations could be considered for this role.

Join us in revolutionizing the future of retail technology and be part of an exciting journey at Frequentiel!

For applying, send your Resume to: jobs@frequentiel.com