

Phone :
Web :

Job Summary

Vacancy :

Deadline : Aug 26, 2024

Published : Jul 26, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Who We Are

TitanFile is an award-winning solution enabling secure, efficient exchange of confidential files. As the easiest, most secure file sharing service available, we're transforming how businesses interact with their clients, pushing the boundaries of productivity, security, and compliance. Our mission is to set the standard for secure client communication and collaboration. At TitanFile, talented individuals thrive in an environment that removes barriers to innovation. We seek out innovative minds and offer them the freedom to make significant impacts.

Who You Are

You have the confidence to deliver an exceptional client experience. We will give you the power to do it! You have experience working in a customer-facing role, you're proactive, a great listener, and eager to drive customer success. You are a self-starter, a great listener, and you're willing to put in the work to figure things out. You thrive in a role where your efforts are to partner with customers and help them achieve value with software directly contributing to company growth. You are enthusiastic about technology and eager to build a career in customer success within the tech industry.

Your Day to Day

- Build and maintain relationships with key stakeholders within customer organizations to ensure their needs are met and they recognize the full value of TitanFile
- Protect and maintain revenue by ensuring high levels of customer satisfaction
- Proactively identify at-risk clients and devise strategies to mitigate churn
- Collaborate on renewals and take charge of the renewal process for specific accounts.
- Conduct regular CS check-ins with clients, digging deeper on needs and identifying new opportunities for engagement
- Conduct Quarterly Business Reviews with key customer stakeholders and utilize TitanFile's adoption data to inform customers and enhance their understanding of the platform.
- Keep customers informed on the product roadmap and exciting newly released features
- Gather and relay customer feedback to the Product Management team to help shape future product enhancements
- Creating opportunities for advocacy through video testimonials and case studies
- Build custom CS presentations and demonstrations based on client needs, and present by phone, zoom, and/or in-person
- Serve as the primary point of contact for aligning internal TitanFile teams and resources with key customer and prospect stakeholders
- Track customer adoption metrics and renewal timelines

Basic Qualifications

- University degree (bachelor)
- Minimum of 2 years in customer success, account management, or a related field in SaaS environments
- Fluent in English

What We Are Looking For

- Self-starter with the ability to learn and ramp quickly, and highly determined to figure things out as you go
- Execution-oriented with a passion to work in a fast-paced startup environment
- A proven track record in managing customer accounts effectively
- Excellent communication skills, with the ability to engage at all organizational levels
- Strong organizational skills, with the ability to manage multiple accounts and balance competing priorities.
- Passion for technology and a strong desire to actively contribute to a team.
- Strong computer skills, including Microsoft Word, PowerPoint, Excel, and Salesforce
- Excellent verbal and written communications skills to be able to interact effectively at all levels of an organization including with Office Managers, IT Directors, and C-level executives
- Strong business acumen and polished and professional CS presentation skills

Why Join Us?

Our team is made up of high-performing professionals and we work towards solving two of the biggest challenges in the digital age: communication and privacy. We provide opportunities to build a career and grow professionally; there is no limit to what you can accomplish here! We want you to have a good work-life balance, so we offer flexible work hours. We provide an industry-leading benefits package, competitive base pay plus commission compensation, and tailored career growth. Does this sound like the perfect opportunity for you? Apply today to join our outstanding team!

TitanFile is an equal opportunity employer. Please reach out to careers@titanfile.com for accommodations in the hiring process.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
