

<https://jobs.eagmark.net/job/client-success-manager/>

## Description

You own the entire customer journey, all the way from managing inbound inquiries to ongoing client relationships. Working closely with the founders and the broader team, you'll be responsible for helping us find & field leads, close deals, and onboard partners to set them up for success; you'll be on the front lines of helping businesses everywhere get value from our products. Four indicators will measure your performance: Conversion Rate, Sales Volume, Engagement and Net Promoter Score (long-term KPI = customer contribution margin).

## Responsibilities

- For most of the time, you'll be driving new B2B and B2G sales growth;
- Drive additional sales, following up with new and existing sales leads in addition to qualifying new market leads and driving new lead generation with the Lead Funnel team;
- Drive new sales in new verticals (industries/customer segments);
- Customer Happiness/Engagement and cross/Up-Sell - Drive customer success for commercial clients and promote up/x-sell;
- Sales & Marketing Strategy - Coordinate with marketing and operational team on strategy and success with out/in-bound online marketing efforts;
- Product improvements - Coordinate with the design team (Head of Product) and C-suite team to convey feedback from live clients to the product team to shape improvements and re-iteration of software and services. Improves customer service and satisfaction through policy and procedural changes.

## Qualifications

Have been in or led a business development function in a technology start-up with a clear understanding of enterprise sales.

- Know how to build and grow a team through different stages of a start-up lifecycle. We're growing fast and we need someone who understands how to rapidly set up a framework and evolve it over time as we scale.
- Show evidence of a strong track record in sales and client relationships for the B2B and B2G spaces.
- Understand the basics of agriculture and technological landscape, especially from the point of supply and value chain and our key market: B2B/B2G Agribusinesses. Knowing the challenges they face will help you empathize and better tune your approach to delivering value for our clients.
- Demonstrate proficiency, flexibility, and adaptability with technology. In addition to creating the next generation of ag-tech tools, we also use the best software solutions worldwide to help us get things done. This includes cloud-based solutions like JIRA, Google & Microsoft productivity tools, Hubspot, Slack, Asana, and others.
- Be an expert verbal and written communicator; the majority of this role will rely on this skillset as part of your exchanges with our prospective and existing clients.
- Speak English fluently. Having other languages and exposure to many different cultures will be beneficial for building rapport with an inclusive team.
- Enjoy working in a virtual/remote-only team-driven culture. We're a distributed team with many different locations and cultures.
- Be driven and motivated by building - it's a rare opportunity to shape our business development function.
- Enjoy socializing and establishing rapport with people with the goal of doing business. That means you need to be expertly empathetic and bring finesse to conversations in a competitive space.
- Bring positivity and energy to the role. We're excited about what the future holds for us and we want that to be felt internally and by our clients.
- Prepare to work in a fast-paced, start-up environment. That means that

**Client  
Manager**

**Success**

## Hiring organization

DigiFarm

## Employment Type

Full-time

## Industry

Agriculture

## Job Location

Remote work possible

sometimes priorities need to change and you should be comfortable with change.

- Be willing to take on the details; this is a very hands-on job that will require you to be in the middle of the action.
- Work in a very organized fashion. This job has many different moving parts and the only way to stay on top of everything is to ensure that you bring structure and order to the team and to your personal approach.

### **Job Benefits**

- Fair compensation;
- Fun and International remote team;
- Company is growing strong and is financial stable;
- Flat hierarchy with freedom and independence;
- Sustainable and High-Tech-Product to make the world more a better place.

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