



## Customer Success Manager (Partner)

Do you want to be part of an ambitious and enthusiastic team in a fast-moving scale-up environment? Are you looking for a challenging context where you will get the chance to develop your talents? Are you eager to accelerate your career as a **Customer Success Manager Partner** in a fast-growing regtech company?

Well, let us introduce itsme® / Belgian Mobile ID, founded in 2017 with a clear mission: provide a state-of-the-art and best-in-class digital identity solution to individuals, enabling them to move all their interactions to the digital space. Now, only five years later, 6.4 million citizens use the itsme® app, to identify themselves, confirm transactions and sign documents online. We are also ready for a new challenge: launching the itsme® app in The Netherlands.

**We are looking for a Customer Success Manager (Partner), whose mission is to be the unique reference for support for our partners integrating itsme®.**

### What your job looks like

- Guide our Partners throughout the implementation of itsme® on their website, app, platform or IoT from functional flow to technical integration based on pre-onboarding guidelines
- Be their reference when they have a question or an issue with their integration with itsme®
- Manage the end-to-end onboarding process and update Salesforce to provide your team an exact view of the partner's status
- Challenge existing process to maximize Partner onboarding experience and feed constructively Customer Satisfaction Management
- Collaborate with the sales team to improve the onboarding process
- Collaborate with the product team to improve the app and its functionalities
- Be the point of contact of our Partners, build trust and lasting relationships
- Follow-up Partners if they have questions about their implementation
- Identify new business opportunities within existing business (up-sell or cross-sell)

### What we are looking for

- You're a team player that can work autonomously on your projects, accounts or campaigns and enjoys celebrating joint achievements
- Your communication is clear and you are able to translate concepts or technical items into tangible and comprehensive terms.
- You're happy to plan, manage and coordinate multiple projects simultaneously
- You can be an out-of-the box thinker but what matters you the most is offering an active participation to make things happen
- You're organized, autonomous, and pragmatic
- You have demonstrated a 'Can do' attitude
- You like to look for solution, share your knowledge and pro-actively come up with improvement or new ideas
- You are service and client oriented.
- You have good knowledge of standard Office applications (Excel, Word, ...), affinity with Zendesk is a plus.



## What we offer

- A fun, enthusiastic and ambitious team
- A fast-moving scale-up environment where you can develop and grow
- Offices in Brussels, combined with flexibility in terms of remote working
- A fixed contract, with an attractive compensation package

## Now it's your turn!

If you have what it takes, send your CV and motivation letter to [career@itsme-ID.com](mailto:career@itsme-ID.com).