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Customer Success Hiring Day (for MindBehind)

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Company: Insider

Location: İstanbul

Category: other-general

Before jumping in on all the information about the role and what you can bring to the table, let us introduce ourselves real quick. In this role, you will work with MindBehind products in the MindBehind Team. **About MindBehind:** Our company first began its journey in 2014, under the name of Sor'un Information Technologies. As a business messaging platform striving to elevate the communication between customers and businesses worldwide, we set out to follow a global path and rebranded our company as MindBehind Information Technologies in 2016. As of January 2023, we have been acquired by Insider, a B2B SaaS company that unlocked the unicorn status. Today, we're thrilled to work with over 120 enterprises as an international conversation management company. With the aid of our interactive conversational solutions rooted in world-class AI technology, we now aspire to make MindBehind the common thread in facilitating high-quality customer service. In this path of achieving operational excellence, we are more than proud to have a dynamic team of over 80 talented and passionate members willing to take MindBehind to great heights. When it comes to reinforcing our young and vibrant MindBehind team with new members, our top priority is moving forward with people who exude enthusiasm for challenging themselves to grow and keep learning every step of the way. We are looking for self-driven, positive, and motivated customer success professionals and we are organizing our new **Customer Success Hiring Day** event! We can't wait to tell you about our Insider, our Customer Success Team at **MindBehind**, and our dreams, and to start our recruitment process with the case study stage. Don't miss this event, if you want to work with us and be a part of our MindBehind Customer Success team. Don't forget to apply for our event with a limited number of

participants and check your emails afterward! It will be an **on-site event**, come and see our cozy **HQ**

First things first: What is the Customer Success Manager role about?

handles overall responsibility for managing our relationship with our partners (Turkish Airlines, LCW, Renault...)

monitors, facilitates and consults the partner during the adoption process of our technology

establishes a trusted adviser relationship that works to ensure our partner's satisfaction with our technology

proactively monitors our partner's activity and provides on-time and around-the-clock insights and solutions to the partner

liaises with our internal teams to improve our partner's outcome and the performance of our technology

designs chatbots to help our partners meet their needs and goals

prioritizes and drives the resolution of escalated partners' issues

acts as a liaison between our product management and the partner, focusing on communicating the workday roadmap and how the roadmap will influence customer activities.

creating documentation to guide our customers through our Knowledge Management System

you'll be the force and the Mind-Behind an outstanding customer experience

What do we expect from you?

a bachelor's degree

have a minimum of **1-year experience** in any field; preferably in **customer-oriented positions**; and in SaaS would be a plus

native Turkish speaker with an **advanced level of English** skills

have a strong tech aptitude to be able to run our chatbot and analyze the retrospectives

can show us that “you’ve got what it takes” to collaborate and build visionary solid relationships with customers, especially at the executive level. Aka, your sharp **business acumen**

have the ability and flexibility to work in a fast-paced startup environment

While exporting our technology to the world, we offer you

A chance to work in an international, diverse, and inclusive environment

Hybrid working model

Opportunity to be a part of different side projects depending on your interests

Access to our learning management system for many hard and soft skill training to help you improve and challenge yourself

Space to share your skills through training sessions and workshops if you wish. Sharing is caring!

Free access to exclusive platforms such as Blinkist, Masterclass, LinkedIn Learning and Neoskola

Inclusive Private Health Insurance

Smart Work Model side benefits to support food and billexpenses

No Dress Code!

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