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Customer Success Specialist (B2B)

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Company: Volt Lines

Location: İstanbul

Category: other-general

About Us

Volt Lines is a technology-powered mobility platform aiming to solve urban mobility problems. We view empty seats in traffic as both the cause of the problem and its solution. There are more than 50,000 buses in Istanbul operating at 9% efficiency and we want to solve this problem. Making shuttle buses smarter, more efficient, and dynamic, we create an alternative transportation network that can replace even car ownership. Companies and other institutions can benefit from the Volt Lines transportation network for the daily commute needs of their staff.

About Role

We are looking for an enthusiastic **Customer Success Specialist**, to help us create an impact by seamlessly integrating sustainability into the future of transportation.

As a **Customer Success Specialist**, you will play a crucial role in ensuring the success of our corporate customers. You will be responsible for building and maintaining strong relationships with our existing customer base, as well as identifying cross-selling opportunities.

Responsibilities

Act as the main point of contact for corporate customers, providing excellent customer service and ensuring their needs are met.

Build and maintain strong relationships with key stakeholders (Human Resources, Administrative Affairs, Purchasing functions) within customer organizations.

Understand customers' business goals and objectives in order to provide tailored solutions and recommendations.

Resolve customer issues in a timely and efficient manner, escalating problems as necessary to ensure prompt resolution.

Conduct regular check-ins and proactively identify opportunities for customer success.

Collaborate with internal teams, including Product and Operations, to ensure seamless onboarding and ongoing support for customers.

Manage the contract renewals for the existing customers by considering price-up opportunities.

Requirements

2+ years of experience in B2B customer-facing roles.

Proven track record in a customer success or account management role.

Excellent interpersonal skills, with the ability to build rapport and establish trust with customers.

Strong problem-solving and analytical skills, with the ability to identify and resolve issues in a timely manner.

Ability to prioritize and manage multiple tasks and customer accounts simultaneously.

Strong verbal (speaking, listening, interpretation) and written communication skills in both Turkish and English.

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