

Customer Success Manager

Hexeko

Founded in 2018, Hexeko is a start-up with a mission to modernise and digitise the employee benefits package. Hexeko provides its corporate clients with a smart spending card and an employee App, as well as an intuitive management platform. With its technological tools and innovative payment methods, Hexeko aims to become the market leader in employee benefits in Europe.

Since its creation, the start-up has experienced strong growth in Belgium and is currently expanding internationally. At the end of 2021, Hexeko was acquired by the Up Group, one of the world leaders in the employee benefits market (active in more than 20 countries). In collaboration with this French group, Hexeko now offers a multi-benefit solution called UpOne that brings together lunch, mobility, gift and culture on one card and one App.

Hexeko's goal is to continue to innovate and revolutionise this sector in the years to come. This is why we are looking to expand the team with ambitious and motivated profiles.

Joining the Hexeko team means:

- Improving the daily life of employees and companies.
- Participating in the evolution of the Belgian and French employee benefits market.
- Developing your skills through training and a stimulating work environment.
- Being part of a young and dynamic team.

Mission

We are looking for a customer success manager to develop and strengthen our relations with our customers. The position is very entrepreneurial, with a high level of responsibilities. You will be asked to perform various tasks such as:

Supporting our customers

- You are the key person in providing excellent customer service.
- Become the trusted face of Hexeko to your customers.
- You will integrate our new customers and be the first point of contact for our existing ones.

- You will work with customers on engagement plans to stimulate involvement and retention.

Improve customer experience

- Gather customer feedback to provide input to the technical team and suggest concrete product and service improvements.
- Give feedback to the sales team in order to improve the sales strategy.
- Coordinate with Account Managers to provide them with the necessary information to close long term contracts.
- Collaborate with other teams to enhance the development of our tools, marketing and customer service.

Drive the evolution of Hexeko

- You will develop and improve the support tools used by our customer service department.
- Implement the best possible processes with our customers and between colleagues.
- Identify areas for improvement and make suggestions to make Hexeko grow.
- Participate in our growth by being a player in the expansion strategy.
- Become a Hexeko ambassador.

Required profile

- Minimum 2 years Client Success - or Key Account Manager experience.
- You are fluent in at least two languages: French, Dutch and English.
- Exceptional verbal and written communication skills.
- You have a passion for caring and solving members' problems.
- Strong project management skills.
- You are comfortable with computers and technology in general.
- Have a very empathetic and serene mindset.
- An analytical mindset and the ability to apply data analysis techniques.
- An ambitious and eager mindset to truly contribute to the growth of our company
- You like to work in a team spirit.
- You are autonomous, methodical and rigorous.

What we offer

- A competitive salary, based on experience.
- An exciting job in a true startup environment.
- Permanent contract: beginning ASAP.
- Location: La Hulpe.
- Flexible hours - up to 2 remote working days per week.

Interested? Send us your CV and a few lines to explain why you want to join us at jobs@hexeko.com !