

## Customer Success Manager (Bulgaria)

### Job Purpose

Join our Customer Success function as a Customer Success Manager, assisting clients using our software in major events around the world. You will be responsible for liaising with our clients on a daily basis, as well as working with our internal teams (Product, Development, Sales) to ensure the software is the best that it can be.

### About WeTrack

WeTrack was conceived during the London 2012 Olympic and Paralympic Games with a commitment to make better tools for sports and events. Our software modules include project and risk management, readiness, sustainability and operations / control room management. We work with clients globally helping some of the largest events, venues and sports organisations in the world – you can find more information on our clients [here](#). Primarily based in Bulgaria and the UK, we are a remote first company with the option to be based in our Sofia office.

### Day-to-day, you will:

- Be responsible for onboarding, training (both in person and online), and supporting clients on our different modules
- Manage support requests via multiple communication channels through to resolution
- Proactively engage with key users to improve system engagement and improve their value return
- Be an advocate for clients on software changes
- Report back to the wider team on client progress

**Please note:** From time to time, this role will require working outside of regular business hours on weekdays and weekends to support major tournaments and events where WeTrack provides services.

### Skills/Qualifications

- Great communicator – Essential
- Confident on the phone / online meetings – Essential
- Confident in training a group of people – Essential
- Experience in handling customer queries/customer care – Essential
- Technology savvy and capable – Essential
- A passion for maintaining standards and quality in work – Essential
- Strong planner and organiser – Essential
- Ability to prioritise workload – Essential
- Ability to work within a team and independently – Essential

- Knowledge / experience of ticketing support systems such as Intercom – Desirable

## **What we offer**

- Competitive salary
- Company shares option scheme
- Challenging project and the chance to work with cutting edge technologies
- Dynamic, friendly, international working environment
- Standard working hours
- Choice of working from office in Sofia, mixed or fully remote
- Knowledge sharing and mentorship
- An access to an online education platform

All CVs and personal information will be treated in strict confidentiality and in full compliance with the Data Protection regulations.