

## CUSTOMER SUCCESS MANAGER (M/F)

### COMPANY

Linkfluence is a leading Social Media Intelligence company, offering a unique approach which enables organizations to monitor, analyze and leverage social media. Founded in 2006 in France, the company has more than 300 clients worldwide including brands, agencies and public organizations such as Danone, Sanofi, McDonald's and Publicis. Linkfluence has offices in France, Germany, UK, China and Singapore. The Linkfluence offering combines Radarly, a leading Social Media monitoring & engagement tool, and cutting-edge Social Media research approaches, such as network analysis. You will be working with a young, energetic and rapidly growing international team of 200 people. We are looking for passionate and smart people to help us shaping next generation social media intelligence (SMI) software.

### MISSIONS :

Being Customer Success Manager, you will be the single point of contact for one of our global accounts in the Luxury industry and as such responsible for the following missions:

- Lead various evangelization initiatives (workshops, events, internal pitch) and develop specific content to raise awareness about internal listening best practices.
- Coordinate the execution of real-time and strategic services effectively between our offices (Paris, London, Düsseldorf, Shanghai and Singapore), ensure a smooth delivery across the organization, and eventually expand our business (central and local level).
- Support Research Directors in executing ad-hoc projects from brief to presentation.
- Facilitate up sell and cross sell in support of the Sales team by contributing to draft proposals and by co-creating training material.
- Provide regular status updates to your clients regarding all projects. In parallel, define KPIs to track the evolution of activity internally and overall account performance.
- Address any urgent questions or last-minute requests in a timely manner.
- Stay current with the latest social measurement trends, as well as relevant industry trends.

### ABOUT YOU

- 9 years of project management preferably in digital agencies
- 3 years of successful experience with monitoring platforms and web analytics or BI tool
- Strong analytical skills; must be proficient in analyzing and interpreting social-related data
- Experience writing clear and concise presentations for client summarizing data insights, outcomes and implications in a straightforward and enlightening way for clients
- Functional knowledge of Luxe, Fashion, Wine & Spirits
- Fluent in English, any other language is a plus
- Outstanding communications and presentation skills. Your insights and presentations provoke debate and compel action with a non-academic, accessible style
- Strong interpersonal and consulting skills. Comfortable working closely with Marketing, Communication, PR, Digital divisions
- Comfortable in a fast-paced entrepreneurial environment.

COMPENSATION AND ADVANTAGES: Competitive, dependent on candidate profile and experience, meal voucher, health insurance

START DATE : ASAP

CONTRACT TYPE: Permanent

PLACE OF WORK: 5 rue Choron – 75009 paris (accès transports : Métro ligne 12 – Station Notre-Dame-de-Lorette, Métro ligne 7 – Station Cadet)

*We are looking forward to getting to know you better! Send us your resume and tell us the reasons why you would like to work with us at: [jobs@linkfluence.com](mailto:jobs@linkfluence.com)*