

SOFTWARE EMPOWERMENT SPECIALIST (M/F)

Linkfluence is a leading Social Data Intelligence company, offering organisations a unique approach to monitor, analyse and leverage social media. Thanks to our social media intelligence platform Radarly and the associated services, Linkfluence captures and analyses more than 200 million posts per day from over 300 million sources in 61 languages.

Founded in 2006 in France, Linkfluence has more than 200 talented people in its offices in the UK, France, Germany, China and Singapore and is growing strongly. We work with over 350 brands, agencies and public organisations including worldwide-known companies such as: Danone, LVMH, Orange, AirBnB, Infinity, Publicis...

You will be working with a young, energetic and rapidly growing international team. We are looking for passionate and smart people to help us shape the future of social data intelligence.

MISSIONS

If innovation, technology, and social media form a part of your DNA then come and join us! Linkfluence is looking for a talented candidate whose professional attributes will strengthen our team. As a Customer Success - Software Empowerment Specialist, you will be one of the keys to clients' success by designing flawless media listening projects and adding value to their marketing and communication strategies.

It's an exciting role where you will contribute in Linkfluence's growth, renewal and prestige by building strong customer relationships, retaining and making the projects succeed.

Objectives:

- Translate client social media listening needs into clear, effective, actionable Radarly projects
- Care for top level satisfaction for all Radarly clients worldwide
- Optimise the data and cost efficiency of listening projects, putting in place intelligent, noise-free search architectures
- Contribute to Linkfluence revenue by identifying upsell/cross-sell opportunities and insuring retention.

Responsibilities:

- Implement, maintain and troubleshoot clients' Radarly projects: advise clients on their project structure, tailor Boolean queries for optimal data collection, identify and solve data collections problems
- Design tailor-made trainings for customers and make them powerful Radarly users
- Serve as escalation point for customer issues ensuring they are resolved as quickly and efficiently as possible, leveraging resources across different departments as necessary
- Contribute to the department ongoing process and methodologies improvement to increase the customer added value.



ABOUT YOU

- Basic understanding of Boolean search logic or social media query building
- Passionate about the digital ecosystem, online media and the social web, big data capabilities
- Strong organizational skills, ability to summarize and structure
- Experience in managing clients' accounts, you know how to understand their needs
- Enthusiastic with great interpersonal skills, proactive, dynamic, autonomous and ambitious
- Native level of English (other languages would be a plus but not essential)
- Advanced Excel skills

REMUNERATION AND ADVANTAGES: Competitive, dependent on experience

START DATE: asap

CONTRACT TYPE: Permanent

PLACE OF WORK: Primrose Street, London. We work in a cool co-working space in Spitalfields, offering opportunities to network and socialise outside the team.

Send us your CV and tell us why you would like to join us at:
jobs-uk@linkfluence.com