

# Client Success Manager (m/f/d)

**Location:** Munich, Würzburg

## About us

B2B Media Group is one of the leading B2B data providers in Europe. With over 80 employees at 6 locations in Germany, England and Bulgaria, we help hundreds of B2B companies achieve their marketing and sales goals. Industrial and IT corporations as well as hundreds of medium-sized companies and media agencies rely on our technology and unique B2B data.

**Our Mission:** Fuel the marketing of any B2B company with our unique audiences and insights.

B2B Media Group, a global data, marketing and services company, is looking for you to join our DACH team in Germany as Client Success Manager. As Client Success Manager you will manage the client relationships with our top clients. You will act as a true advisor to our clients and focus on increasing product adoption while ensuring client satisfaction and retention.

## You will

- You will build a trusted advisor relationship with top clients. You ensure this through efficient processes in the areas of customer introduction, product implementation, campaign analysis and performance optimization.
- You are a key partner for all colleagues in our Sales DACH team
- You analyze the results of ongoing customer campaigns and communicate them successfully internally and externally
- As an excellent account manager, you respond to client needs, proactively make recommendations and provide clients with the highest level of responsiveness to their enquiries as well as conscientious follow-up
- You work closely with the client to define and achieve relevant goals and key KPIs
- You identify further opportunities to grow our client
- You will work across departments to advocate for our clients' needs and optimize our products accordingly

## You have

- You have a Bachelor's degree or several years of professional experience in dealing with clients in a professional manner
- You have at least 2 years of experience as a Client Success Manager, in customer support, account management or comparable activities
- You have experience with Salesforce and/or other CRM platforms
- You are familiar with lead generation and display advertising and have an affinity for new technologies
- Valuable relationships with marketing and advertising agencies are welcome

- You are a doer type: always looking for solutions rather than problems
- You are curious and enthusiastic about process improvement
- You are detail-oriented, analytical and goal-oriented
- You have advanced knowledge of Excel and all other MS Office programmes

## What we offer

We offer a permanent position in a fast-growing, data-driven online marketing company with a focus on B2B. A secure working environment with flat hierarchies and fast decision-making processes is what sets us apart. Our way of working is characterized by trust, openness, a lot of fun and a good work-life balance. We have offices in London, Sofia, Berlin, Munich, Würzburg and Augsburg and work with a highly motivated international team. In times of Covid-19, a virtual office is of course offered, and we also allow flexible working models beyond that.

## Please send

- Your CV
- Brief information on availability

[greatthings@b2bmg.com](mailto:greatthings@b2bmg.com)