

# Customer Success NL

Full time

## INFOS

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## ABOUT SMOVIN

Smovin is a SaaS platform that was created in 2017 with the goal to simplify property management. Indeed, many real estate investors and companies keep working with outdated tools that make them lose more time that they save. Smovin was designed to give the users a great experience and allow them to work efficiently.

## WHAT WE ARE LOOKING FOR

We are looking for a **customer success (NL)** who possesses a strong drive for results. You will play a key role in expanding our customer base, strengthening relationships with clients, and driving sales performance in the Dutch-speaking region of Belgium.



Successful candidates must be social, analytical, possess an aptitude for learning and using new software, and be able to communicate clearly and effectively. The ideal Customer Success should engage with customers, maximize value, and create strategies to grow our customer base.

## YOUR RESPONSABILITIES

- Build and manage a pipeline of prospects in the Dutch-speaking region
- Present the platform to the prospects, negotiate contracts and close deals
- Promote the value of the product
- Make onboarding and trainings for clients
- Build and maintain strong, long-lasting customer relationships to ensure satisfaction and retention
- Define milestones for the clients and employees to work toward
- Assist customers with setting up and navigating programs or software
- Handle customer complaints and concerns and seek to improve the customer experience

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## REQUIREMENTS

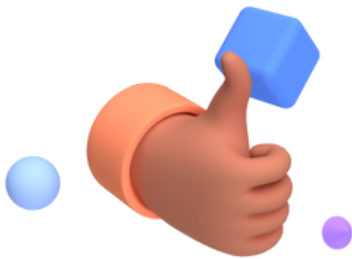
- Dutch native and excellent command of English (French is a plus)
- Excellent communication and writing skills
- Ability to communicate and foster positive business relationships
- Accountability and personal organization are essential
- Can-do-attitude

## WHAT WE OFFER

- A full-time position with attractive package
- CDI full-time (38h/week)
- A partly remote job (2 days per week)
- Meal vouchers
- Eco-chèques
- A great team full of young dynamic people
- Several events : after works, barbecue, team building, etc



## WHAT IS GREAT ABOUT THIS JOB



- Be part of a growing company with exciting challenges in a fast-evolving SaaS industry.
- A strategic role where your ideas and efforts will directly impact company growth.
- The opportunity to develop deep expertise in the SaaS industry and real estate sector.
- Work in a dynamic and supportive team of 11 motivated colleagues.
- Gain valuable experience in sales, customer engagement, and the development of a high-growth market.

If you are excited to join a growing SaaS company and contribute to its success in the Dutch-speaking market, we'd love to hear from you! Apply today and become part of the Smovin journey.