



About the assignment:

Location

Vilnius, Lithuania

Rate (after tax)

€800 - 1200/Month

Duration

Full time position

Extension (project)

No

Remotely (optionally)

Yes

Expire On

2022-03-30 (4 days ago)

Customer Support Manager (Fintech)

SDK.finance (TechFin UAB)

sdk.finance/

Lithuania

This assignment expired :when

Description:

SDK.finance is looking for a proactive person who will be managing production activities and become the liaison between the client's operational team and our development team.

Required skills:

- 2-3+ years of customer success/account management
- SaaS experience working with enterprise-level clients
- Client-focused solutions experience
- Ability to communicate client needs with staff
- Talent for influencing client management
- Negotiation, listening, communication skills, presentation, and time management skills
- Experience working with Jira/Confluence
- Good knowledge of Excel
- English - upper-intermediate +

It Will be a plus:

Experience with agile practice

Understanding of API based work

B2B FinTech experience

Responsibilities:

Develop and maintain long-term client relationships

Operate as the point of contact for customer's operation team

Ensure clients receive requested info and services in a timely fashion

Communicate client needs and demands to the team

Track system performance metrics on a daily basis

Coordinate and prioritize tasks related to production

Create reports for customers

Performed quality checks, developed and reviewed performance reports, identified improvement areas, and implemented measures to improve performance levels and meet objectives.

Maintain user manual guides, education programs, and documentation.

Required Skills

ADMIN & NETWORK

Technical Support 2-3 years

ROLE EXPERIENCE

Supporter 2-3 years