

Customer Success Manager

Location:	Johannesburg
Type:	Permanent
Reference:	#LJ58960
Company:	E-Merge IT Recruitment

Our prestige client is a well-funded startup simplifying US sales tax compliance for global businesses. They provide end-to-end solutions, from calculations to reporting and filing. They are backed by Group, a trusted partner to over 13,000 clients, including Fortune 500 companies.

Role and responsibilities:

- You will ensure clients' adherence to sales tax regulations and overall compliance. You will oversee and optimize the customer success operations, driving efficiency and excellence in service delivery.
- Collaborate with cross-functional teams to align operations with customer success initiatives and business objectives.
- Compliance Oversight: Ensure accurate and timely sales tax filings, documentation, and reconciliation processes.
- Client Support: Provide strategic guidance and support to clients on compliance issues, risks, and proactive strategies.
- Team Collaboration: Foster collaboration and alignment with cross-functional teams to drive customer success initiatives and achieve business objectives.
- Process Improvement: Handling Customer Success platforms, identifying opportunities to streamline operations, and implementing best practices to improve efficiency and effectiveness.

The ideal candidate will have:

- Proven experience in Customer Success, Account Management, or a similar customer-focused role.
- Bachelor's degree in finance, Business, Law, or a related field.
- Excellent Communication Skills: Demonstrated proficiency in written and verbal communication.
- Business intuition: Our customers and products involve financial and technical aspects, so you should be apt to understand these concepts.
- Strong analytical skills, with the ability to translate data into insights: You will need to ask the right questions to gather the necessary information, as you will deliver value to customers.
- Strong organizational skills: manage workflows independently, take responsibility for a customer portfolio, and efficiently prioritize your time.

The reference number for this position is **LJ58960** which is a **Hybrid (Melrose Arch), permanent position** offering a salary up to **R840,000 per annum**. Contact Leigh at leighj@e-merge.co.za or call her at 011 463 3633 to discuss this and other opportunities.

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Posted on 05 Apr 10:01, Closing date 4 Jun

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