

# Customer Success Manager S/E Belgium

Are you from the Liège region and would you like to be the privileged link with our customers? If you're ready to hit the road and become the driving force behind customer satisfaction in the South-East of Belgium, join our team as a Customer Success Manager and help us create an exceptional customer experience!

## In practice

- ☞ Act as the first point of business contact for customers and answer their questions to ensure a good level of service and optimal customer satisfaction.
- ☞ Translate the needs and expectations of customers into concrete actions for Portima. , carry out the necessary actions and/or, if necessary, refer them to the right people internally in order to deal with them as efficiently as possible.
- ☞ Maintain and develop existing business contacts with brokers that are part of the client portfolio by undertaking various actions to better inform them about Portima's products and increase their loyalty.
- ☞ Provide feedback to internal departments on issues and/or issues. If necessary, request additional information from customers and suggest possible solutions in order to proactively reflect on questions and problems and thus contribute to the proper functioning of Portima's products.
- ☞ Listen to and analyse incoming complaints from brokers, resolve them yourself when possible or forward them internally to the assigned persons in order to obtain an efficient handling of complaints and thus ensure optimal customer satisfaction.
- ☞ To keep up to date with developments in the field of Customer Success and to update one's own knowledge of new developments in Portima's products and services in order to strengthen one's own credibility by challenging a service

## What we're looking for:

- Farmer profile who knows how to pull out his hunting skills when he sees an opportunity
- At least 5 years of experience as CSM, account manager or sales
- Open, positive & dynamic personality
- Autonomous with a solution-, resolution- and satisfaction-oriented mindset
- Eager to learn who likes to keep abreast of what's new in the industry
- French speaker with reading and listening comprehension NL + EN
- Extra bonus: Insurance and life insurance knowledge

## We offer

- A pleasant working environment in a great team of 6 people spread across the region
- Autonomy and flexibility, with one day of teamwork per week from the office (in Watermael Boitsfort)
- Attractive salary, company car and numerous benefits (bonus, insurance, cafeteria plan, etc.)

## About Portima

Portima is a **fintech** company. We provide digital solutions and IT services to the community of independent insurance brokers, insurance companies and to the customers of **the brokers**. **Portima is a customer & product-oriented organization with full-scale agile scrum adoption.**

**Our mission is the following: By offering digital, secure and innovative solutions, as partner of the brokers and the insurance companies, Portima increases your productivity and sparks customer delight.**

**Working @Portima means:**

- Being part of a fintech company
- Evolving in a company that values empowerment and continuous learning
- Having fun within a strong team and with all the Portimates through many activities organized by our Happiness Team