

Customer Success Manager

South-East Belgium

Are you from the Liège region and would you like to be the privileged link with our customers? If you enjoy building long-term relationships, are curious about digital solutions and like being on the road, join us as a Customer Success Manager and help us shape a high-quality, future-proof customer experience in the South-East of Belgium!

In practice

- 🕒 Act as the first point of business contact for a portfolio of insurance brokers, answering their questions and ensuring a high level of service and customer satisfaction.
- 🕒 Build strong, long-term relationships with existing customers by understanding their needs, advising them on Portima's products and encouraging optimal use of our solutions.
- 🕒 Translate customer needs and expectations into concrete, actionable insights for Portima, coordinate the necessary follow-up internally and/or, if necessary, refer them to the right people internally in order to deal with them as efficiently as possible.
- 🕒 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, analyse and manage incoming complaints from brokers, resolve them yourself when possible or forward/escalate them internally to the assigned persons in order to obtain an efficient handling of complaints and thus ensure optimal customer satisfaction.

- 📍 Stay up to date with developments in Customer Success, digital tools and insurance technologies, and continuously build knowledge of Portima's solutions to strengthen your credibility as a trusted advisor.
- 📍 Contribute, to transversal commercial projects aimed at improving customer experience and value perception, including reflections on product positioning.

What we're looking for:

- A relationship-oriented “farmer” profile with the ability to pull out his hunting skills when he sees an opportunity
- A genuine interest in digital solutions, innovation and new technologies, and curiosity to understand how to create value for customers
- An open, positive & dynamic personality with a solution- and satisfaction-oriented mindset
- Autonomous, well organized and comfortable working both independently and in close collaboration with internal teams
- Eager to learn who likes to keep abreast of what's new in the industry
- Native french speaker with reading and listening comprehension NL + EN
- Extra bonus: Insurance and life insurance knowledge

We offer

- A friendly and professional working environment within a **close-knit team of 6 colleagues** spread across the territory.
- A high level of autonomy and flexibility, with **one team day per week at the office** (Watermael-Boitsfort).
- An **attractive salary package**, including a company car and additional benefits (bonus, insurance, cafeteria plan, ...).

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