

**MACROKIOSK** is looking for

## **Consultant, Customer Success (Philippines)**

Your roles and responsibilities:

- Create and analyse reports to track team results and provide access and insight into customer data.
- Build weekly, monthly, and quarterly Reporting for the Clients or Customer Success management team's use.
- Provide specialised value-add Send on Behalf service for clients' campaigns or broadcast activities.
- Support sales teams in test account application, shortcode and application.
- Safeguard all documentations and forms in Business Alliance and Client Services departments.
- Support the Customer Success Team in day-to-day activities.
- Coordinate and build cross-functional processes (with Product, Engineering, Support, Services, and Sales) to support the team to meet renewal and upsell targets and deliver on customers' needs.

What we need from you:

- At least 1 year of working experience in a similar role (Customer Success Operations, Sales Operations, Projects Operations), preferably in digital technology industry.
- Good verbal and written English communication skills.
- Personality traits - pleasant personality, good attitude, self-motivated, enthusiastic, meticulous, result-oriented, responsible, independent, trustworthy, ethical and team player.
- Customer service skills - attentive, empathetic, patient, consistency, persuasive, and possess immaculate telephone manners.
- Proficient in MS Office applications.
- Possess a Degree/Diploma in Marketing, Business Administration or its equivalent.

Only shortlisted candidates  
will be notified



More Careers

[www.macrokiosk.com](http://www.macrokiosk.com)