



Customer Success Manager for SaaS

ABOUT US

[Spideo website](#)
[Rumo website](#)
[linkedin](#)
[twitter](#)
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LOCATION

Paris, France

CONTACTS

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HIRING PROCESS

First Stage
Interview with the VP SaaS
and the product team

Second Stage
Interview with functional
SaaS Use Case

Third Stage
Interview with the CEO

COMPENSATION

Salary to be discussed
depending on profile

WHO WE ARE

Spideo started when cinephiles wanted to build a recommender system for the movie industry in 2010. Today, we're an established 35 people diverse and gender balanced company. In 2020, we started building [Rumo](#), a product designed to put the recommendation engine in the hands of our clients and give them the tools to shape recommendation output according to their vision. Our aim is to create trust and transparency, by opposition to the usual algorithms blackbox.

For the past year, we have been speeding up on the sales part, and we now need a dedicated Customer Success Manager to keep the link with our customers and guarantee their satisfaction throughout their journey with our product : from technical integration, to regular follow-up and demos, to feeding the Product Team with direct feedbacks from the customers.

WHAT WE DO

Machine learning technologies brought amazing perspectives in the fields of semantic analysis and computer vision to light. They provide endless possibilities for content recommendation experiences. However explainability, and how recommendations can be fully transparent, understandable and interactive, is a dimension that is often sidelined and neglected. At Spideo we make it our mission.

Providing explainable predictions is an arduous task. But that's the beauty of it. People define themselves by the movies they watch, the music they listen to, where they travel to, and all the cultural traits that make us who we are. This feeling of identification is the main specificity of cultural and creative industries. Individuals engage when they can rely on a trusted source that understands who they are, respects their integrity and their data. We use semantics and natural language to provide accurate, trustworthy and highly relevant suggestions.

Backed by 10 years of interactions with our customers, we are driving our product development with two simple statements:

- > Explanations matter as much as recommendations.
- > Data Protection is a great opportunity for personalization.

WHO YOU ARE

A 1 to 2 years experienced Customer Success Manager with the following background :

- Experience in a SaaS or software company ;
- Proven track record of working in a customer facing role ;
- Have technical skills in connecting to APIs to confidently discuss technical terms ;

- Knowledge of REST API and tools like postman, Insomnia etc.;
- Experience in working with Intercom or similar live chat platforms useful but not essential ;
- Previous web development experience is appreciated ;
- Ability to write and maintain technical and product documentation in English.

Skills :

- **fluent in French & English ;**
- user-advocate with an appreciation for creative industries ;
- excellent communication and social skills ;
- quick-learner, hands-on mentality and autonomous ;
- upbeat, adaptable, positive attitude and team-oriented.

WHAT YOU WILL DO

You will be working on our SaaS products that are currently being used by both French and international customers. We are looking for a Customer Success Manager who is willing to :

- Understand customer outcomes by communicating with them ;
- Gather customers' feedback and share the insights in the Productboard ;
- Represent the customers' vision to provide input for the core product, marketing and sales process ;
- Ability to sort customers' needs ;
- Serve as the primary contact for the onboarding of new customers, the training of the platform's end users, as well as post go-live support ;
- Collaborate closely with team members to support renewals and expansion opportunities ;
- Collaborate with the engineering and development team to set up or configure our software platform as per customers' requirements and troubleshoot technical issues raised by customers ;
- Gauge customers' levels of engagement with the company and provide feedback to the other teams regarding product and service improvements ;
- Provide insights to customers to ensure that they get the most out of the platform with the aim of helping grow our customer base ;
- Being the main point of contact between the company and a number of named enterprise accounts ;
- Manage Product Documentation (write, update, maintain) to effectively help and guide customers ;
- Maintain Customer Documentation and precise information about the product integration.

WHAT TO EXPECT AT SPIDEO

We are a dynamic product team eager to innovate to meet the challenges of the future while also delivering the best solutions to satisfy the demands of our clients.

At Spideo you will :

- Find a place where you can fully express and grow your skills ;
- Learn, experiment and play with recommendation algorithms, AI ;
- Have heated debates about performance, algorithm complexity and esoteric legacy methods with mysterious naming :) ;
- Have enlightening conversations about cinema and series with our content analysts and data experts ;
- Enjoy some extra perks: luncheon vouchers, remote work, fresh and organic fruits every Monday, regular company events including on our terrace, gaming room with vintage consoles & Next Gen consoles (NES, SNES, PS2...).