

Customer Success Manager Jobs in Dubai | IKEA Careers

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Customer Success Manager Jobs in Dubai | IKEA Careers

1- Customer Success Manager AMEA

Job: Full Time

Location: Dubai, UAE

Description:

Customer Success Manager is before anything else responsible for customer retention and agreement renewal rate, revenue generation within the agreements and services upselling. Acquire and manage the customer agreements and relationship in the area of responsibility. Defining, implementing, and applying customer success management policies across own agreement customers and acquire new service customers across the IB.

Job Responsibilities: Health, safety and environment (HSE). Reinforces and maintains a culture of Health & Safety in all operations. Ensures that ABB policies, i.e. directives, instructions and guidelines are followed

Service sales: Creates, plans and implements services sales strategy at the own area of responsibility and by increasing the installed base (IB) penetration. Promotes value add service offerings supporting the Life Cycle Management (LCM).

Contributes to definition and implementation of account execution strategy for the relevant operations, in alignment with global business strategies.

Works with the customer in identifying opportunities for improving and extending the services and eliminating pain points. Job Requirements: Basic Degree with 5 -10 years in relevant field experience#J-18808-Ljbfrr

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