



Head of Customer Success & Support

Location: Bratislava, Slovakia

We at SmartHead are in a dynamic growth phase and would like to improve our core staff by bringing on a skilled Head of Customer Success & Support. Once the best candidate has been selected, they will be in charge of handling client inquiries and fixing any problems that may occur. They will serve as our company's first point of contact with customers, giving them a favorable and expert impression. Additionally, they will be in charge of keeping a knowledge base of typical problems and their solutions as well as recording customer interactions.

About SmartHead Co. and the team

We are a professional team working in the field of corporate sustainability and ESG with a drive, solid company's values and fully committed to fulfill our vision and mission.

Vision: A world in which 100% of businesses act in a sustainable way.

Mission: We provide companies with a tool that allows an easier, faster, and more effective transition towards sustainability. That is why we provide a professional software tool that allows companies to centrally manage, track, report complex sustainability and ESG data and communicate it to stakeholders all from one place.

Both teamspirit collaboration and an individual drive, self-motivation are important for us

We keep an open and transparent communication and mind and constantly work towards continuous development of the team and the SmartHead product.

Responsibilities:

- Manage customer conversations across all our support channels (email and via phone)
- Answer customer inquiries and escalate issues to the appropriate team to ensure rapid support
- Resolve customer issues and complaints in a timely and professional manner
- Develop trusted relationships with clients
- Share relevant customer feedback to help us improve our offerings
- Evaluate our customer support processes, devise and execute improvements, measure results, and iterate
- Identify noteworthy trends
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Collaborate with sales team to identify and grow opportunities within territory
- Assist with challenging client requests or issue escalations as needed
- Prepare customer centric articles and posts

- Document customer interactions and maintain a knowledge base of common issues and solutions
- Proactively take steps to enhance and improve the customer experience and provide feedback to the company on ways to improve

Requirements:

- Fluent level of English and Slovak (or Czech)
- At least two years of experience in a similar position
- Ability to multitask and thrive in a fast-paced environment
- Ability to meet deadlines under pressure
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization, including executive and C-level
- Ability to work individually but take a team-centric approach to work
- Have a natural desire to take on new initiatives and stay on top of customer care trends
- Experience with delivering client-focused solutions to customer needs
- Excellent listening, negotiation, and presentation abilities
- Goal-oriented and positive attitude

About benefits:

- Fixed salary (according skills and experience) and bonuses for achieved KPIs of company
- Opportunity to shape own innovative strategies in growing company backed by Venture Capital firm
- Opportunity to learn professionally about the ESG topic
- Possibility of home offices
- Work-life balance with flexible working hours
- Work with a meaningful purpose (advocating sustainability in business)
- Be a part of professional and dedicated team
- Dedicated time for individual training
- A friendly and informal working environment
- Well-being office environment and work from the BREEAM Communities certified (Excellent level) building
- Team building activities
- Opportunities for growth and advancement within the company

If you are interested in this position, please, send your resume to Katarina Balaskova: katka.balaskova@besmarthead.com

Learn more about SmartHead

