

Job Title: Customer Success Manager

Job Summary:

Digital For Good(DFG) is seeking a talented and motivated Customer Success Manager to join our team. The successful candidate will be responsible for onboarding large and medium enterprise clients, understanding their needs, and providing them with relevant services and solutions. You will be coordinating with the ad ops team to ensure KPI and timely service delivery while also being comfortable pitching Ad Tech Mar Tech platforms. Additionally, you must be capable of strategic planning and networking to achieve results-driven outcomes.

Reporting: **Business Lead.**

Location: Gulshan, Dhaka

Responsibilities:

- Onboard and manage large and medium enterprise clients, ensuring a smooth transition to DFG's platform.
- Understand the client's requirements and provide relevant services and solutions, including upselling where appropriate.
- Coordinate with the ad ops team to ensure timely and quality service delivery, meeting client KPIs and satisfaction goals.
- Comfortable pitching Ad Tech Mar Tech platforms, working closely with the sales team to drive revenue growth.
- Capable of strategic planning and networking, leveraging insights and analytics to drive customer success.
- Identify opportunities for process improvements, ensuring we are continuously improving our service to clients.
- Monitor client activity and develop data-driven insights to improve client engagement, renewals, and upsells.
- Act as a liaison between clients and internal teams, managing expectations and resolving issues in a timely manner.
- Maintain up-to-date knowledge of GFG's Technology platforms, industry trends, and the competitive landscape.

Requirements:

- Bachelor's degree in business, marketing, or a related field.
- 3+ years of experience in customer success or account management, preferably in Ad Tech or Mar Tech.
- Proven track record of driving customer success, renewals, and upsells.

- Strong communication and interpersonal skills, capable of building relationships with clients and internal teams.
- Familiarity with Ad Tech Mar Tech platforms, comfortable pitching to clients.
- Analytical mindset with a results-driven approach to problem-solving.
- Comfortable working in a fast-paced environment with changing priorities.
- Proactive and able to identify opportunities for process improvements.

Benefits:

- 2 days weekend
- Lunch provided
- Performance bonus
- Health insurance

We offer a competitive salary, flexible working hours, and a supportive and dynamic work environment. If you have the skills and experience we are looking for and are passionate about driving the growth of a fast-growing AdTech and MarTech company.