Customer Success Manager (CSM)

We are looking for a junior Customer Success Manager (CSM) who is passionate about engaging with customers, the deployment and adoption of TaKaDu solution, to build customer loyalty and satisfaction—consistent with customer retention and the growth objectives. Candidates should be technical and business savvy with great human relations/senses. No previous experience is required.

About TaKaDu

TaKaDu (www.takadu.com) is a global leader in Integrated Event Management solutions for water utilities. TaKaDu’s cloud-based service enables utilities to detect, analyse and manage network events and incidents, such as leaks, bursts, faulty assets, telemetry and data issues, operational failures, water quality and more. TaKaDu acts as the central management layer for all network events detected by its own data analytics engine and other external alerting systems (e.g. acoustic loggers, customer calls, sensor alerts). TaKaDu is integrated with other IT systems (e.g. work order, CRM, call center and asset management), as well as being part of a comprehensive Smart City solution.

Converting raw data into knowledge using big data analytics and algorithms, TaKaDu provides visibility and actionable insights for increased efficiency, water loss reduction and improved customer service. A cloud-based SaaS platform, TaKaDu brings together huge amounts of information in an easy-to-use, flexible and scalable solution. TaKaDu’s IoT solution is operational 24/7 in leading water utilities in more than 12 countries.

Responsibilities & Activities

- Overall responsibility for everything related to your specific account portfolio and with TaKaDu partners in relevant cases
- Manage the onboarding of new customers (or partners), quickly driving them to value through discovery, design, configuration, training, and go-live support
- Proactively track and monitor customer adoption status, looking for ways to increase the value TaKaDu delivers to their organization and drive excellence in their operation
- Act as the customer advocate internally while effectively collaborating with internal teams and management to mitigate areas of concern
- Ongoing education to established customers about new functionalities and best practices
- Develop a trusted adviser relationship with customer executive sponsors, champions and other stakeholders
- Maintain high levels of engagement and communication with customers and partners
- Periodically present internally account review of the existing customers
- Meet assigned targets related to driving renewals, pursue growth and
upsell opportunities in assigned accounts

- Drive customer advocacy: references, case studies, and participation in TaKaDu's user forums
- Assist sales and partners with pre-sale activities such as demos, presentations, best practices, and sharing of other customers’ experiences

**Requirements**

- Bachelor’s Degree in Industrial Engineering or Software Engineering
- Self-motivated, proactive team player
- Flexibility to work directly with end-customers and with partners
- Excellent written and verbal communication skills, including ability to comprehend and communicate technical information and business processes

**Other**

- Languages: Proficient in English (must), other languages (advantage)
- Experience with driving People and Processes (advantage)
- Candidate will work out of our office in Israel (Yehud) and be flexible for 20% business travel. Some of the travel could be for 1-2 weeks.

Contact Udi Geismar for more details (udi.geismar@takadu.com)