

Customer Success Manager (US Region)

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Company: Pepper Content

Location: bangalore

Category: other-general

Pepper Content (www.peppercontent.io) is building a global content marketplace that brings companies and content creators together to scale up content creation processes across 75+ content verticals and 150+ content categories. Over the past 5 years, over 100,000+ freelance content creators have applied to be part of the Pepper network of which we work with the top 5% talent, and on the other end - we work with over 2500+ customers like Amazon, Adobe, Google, HDFC Bank, Adani, and majority of the startup ecosystem. We are building a global on-demand content marketplace platform that stitches together content planning, creation, distribution and measurement. At Pepper Content, you will:

- Cultivating solid relationships with clients through the provision of exceptional after-sales service.
- Creating a positive onboarding experience for new clients.
- Responsible for driving revenue of existing accounts with delivery and quality management
- Regularly interacting with clients through telephone calls, email communications, or face-to-face meetings.
- Maintaining an accurate record of all existing and potential clients.
- Inspire repeat business from clients.
- Responding to client inquiries in a timely and professional manner.
- Analyze performance data to offer clients data-driven business insights and at the same time, use those insights to improve our service offerings
- Ensure timely receivables and cash flow from clients
- Ensuring smooth functioning of the account internally to help meet all deliverables including coordination with design teams, media teams, managers, and other important stakeholders.
- Prepare and present timely team and client updates at all stages of the engagement

Should apply if you have: At least 3+ years of experience in account management/client services roles across companies (experience working in marketing and

advertising-led solutions, agency setup is a plus)Have a strong problem solving mindset and work actively towards unblocking barriers that hinder the experience of the customerHave excellent verbal, written communication, and presentation skills. Have strong stakeholder management skillsHave a willingness to be flexible: Works beyond what is described in the job description. Understand the market and competitor activities.Be able to seek out the appropriate contact in a targeted organizationAbility to respectfully handle complaints/ escalationsAbility to deliver results under pressure.Have experience in project management.Have experience working with US stakeholdersBe adept to operating in the US shift (06:00 pm to 03:00 am)Benefits at Pepper: Paid leaves for new parentsPaid menstrual LeaveFlexible work timingsMedical Insurance coverage for all employees and dependents including Parents or in-lawsCOVID 19 insurance coverage for all employees and dependents including Parents or in-laws.

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