

Customer Success Manager at Canonical

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

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We deliver open source to the world faster, more securely and more cost effectively than any other company. If you're interested in a career at Canonical, we are a remote-first company so please apply to any suitable role as skills are valued more than location, despite some having a preferred geographic preference.

As a customer success manager you will:

Onboard new Canonical customers and introduce them to our products and support processes.

Collaborate with sales and support in developing and delivering engagement plans that fulfill the customer's objectives.

Assist sales in identifying growth opportunities or renewal risks.

Serve as customer advocate internally and influence Canonical products, websites, documentation, processes and people to improve customer satisfaction and retention.

Create campaigns targeting multiple customers through digital touch-points and activities.

The successful candidate will have :

A passion for customer satisfaction

Love for technology, infrastructure and Ubuntu in particular

Patience and ability to listen

Good presentation skills

Superior writing and communication skills

Flexibility and good time management

What Canonical Offers:

Learning and Development

Annual Compensation Review

Recognition Rewards

Annual Leave

Priority Pass for travel

Flexible working option

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