

## **JOB DESCRIPTION**

**Role:** Customer Success Manager  
**Reports to:** Customer Success Director, Overseas Landing Service  
**Location:** Various locations – Singapore, Beijing, Shanghai, and Shenzhen

### **Responsibilities**

- Enabler for channel partner to provide the benefit of BIPO HRMS to enterprise customers
- Leverage in-depth product knowledge of BIPO HRMS and industry knowledge to support solutioning for channel partner
- Handles escalation between Support and other internal groups
- A key operation member, the successful individual will support the channel partner for immediate success by facilitating a smooth resolution
- Actively works to improve relationships with others by understanding their perspectives and issues and works toward win-win solutions
- Responsible for developing solution designs utilizing a broad knowledge of BIPO HRMS
- Develops strong relationships with systems integrators to create integrated solutions in joint sales opportunities
- Provides the Implementation team with context and understanding of customer scope, expectations and value drivers
- Stay current on latest functionality and configuration practices
- Solutioning; confirming/gathering requirements, identifying data and configuration issues, and architecting a scalable and robust solution
- Knowledge; subject matter expert in BIPO HRMS modules
- Collaborate with Product and Technical teams to craft innovative solutions meeting client's business needs
- Participate in technical discussions and engagements with internal and external stakeholders
- Works closely with Account Managers to engage in discovery of customer's current environment and deliver relevant, impactful presentations and product demonstrations that illustrate how BIPO HRMS can address requirements, solve business concerns, and create value

### **Technical Skills and Competencies**

- Bachelor's degree
- Min 3 to 5 years of relevant experience
- Comfortable interacting across all customer levels
- Mediator with strong communication skills
- Self-motivated
- Good listener
- A strong combination of technology and interpersonal skills preferred
- Experience working with prospects in the sales cycle, in presentations, solution design, etc



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- Strong technical understanding of BIPO HRMS modules, feature functionality and implementation best practice, with expert knowledge and implementation skills
- Client-facing experience
- Consulting skills

#### **Useful links**

- Website: [www.biposervice.com](http://www.biposervice.com)
- Facebook: <https://www.facebook.com/biposvc>
- LinkedIn: <https://www.linkedin.com/company/bipo-svc/>

Interested applicants, please e-mail your resume to: [asean.hr@biposervice.com](mailto:asean.hr@biposervice.com)

#### **About BIPO**

At BIPO, our passion for technology and innovation empowers businesses across the globe with increased efficiency and convenience.

Our enterprise-ready **HR Management System (HRMS)** platform automates HR processes, simplifies workflows, and delivers actionable insights to build the best Employee Experience. Complemented by our **payroll outsourcing solutions** and **global PEO services**, we support businesses to manage today's global workforce.

We are better connected to support your payroll and people solutions needs through a global network of 27+ offices, four R&D centers, and business partners across 100+ countries.

#### **Our products & services**

- HR Management System (HRMS)
- Global Payroll and HR outsourcing
- Professional Employer Organisation (PEO)