

## Customer Success Specialist/Manager

### Company Overview:

Established in 2010 and headquartered in Singapore, BIPO is a **global payroll and people solutions** provider. Our comprehensive **total HR solutions** include our Human Capital Management (HCM) suite, Global Payroll Outsourcing (GPO) and Employer of Record (EOR) service across 160+ global markets.

We are better connected to support companies' payroll and people solutions needs through a global network of 40+ offices, four R&D centres, and business partners across 160+ markets. To date, we have served 560,000+ headcounts and 3,300+ clients.

### Job Description:

- Serving as the main point of contact between clients and Bipo; elevate client feedback to the relevant departments.
- Regularly checking in on clients and their key personnel, to ensure they are satisfied with BIPO; understand their needs and develop upselling and cross-selling plans.
- To engage in discovery of customer's current environment and deliver relevant, impactful presentations and product demonstrations that illustrate how BIPO solution can address requirements, solve business concerns, and create value.
- Address any concerns or issues a client may have and work with internal stakeholders to resolve them.
- Research competitors and learn how to stay ahead to retain existing clients.
- Leverage product and service knowledge to support existing Bipo clients.
- Present client with commercial proposal and set any terms as agreed upon by both Bipo and client.
- Collaborate closely with other departments to build strategies to ensure clients satisfy our company's product or service.
- Participate in solutioning discussions and engagements with internal and external stakeholders.
- Proactively build strategies to ensure customer adoption and engagement whilst also using feedback to identify growth opportunities.
- Actively works to improve relationships with internal and external stakeholders by understanding their perspectives and works toward win-win solutions.
- Enabler for channel partner to provide the benefit of BIPO HRMS to their enterprise customers.

## Requirements:

- 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
- Strong technical understanding of BIPO HRMS modules and services.
- Client-facing experience
- Consulting skills

## Benefits

- Basic salary and commission as incentives

## Useful links

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

To apply for this role, please contact [my.hr@biposervice.com](mailto:my.hr@biposervice.com)