

Customer Success Manager (CSM)

Location: Suresnes

Company: Phagos– Biotech Startup

Employment Type: Full-time

Starting: ASAP

Annual gross salary: TBD based on profile

Overview:

Phagos is deploying a global solution against the antibiotic resistance pandemic. We fight ever-evolving infections with ever-evolving medicines using classical ML, GenAI, and optimised microbiology. With an international team of 30+ passionate professionals, we are dedicated to advancing cutting-edge solutions that will make a meaningful impact on global healthcare. As we continue to scale, we are seeking a dynamic, adaptable, and highly motivated **Customer Success Manager (CSM)** to join our growing team. This role is key to driving customer satisfaction, retention, and growth while also contributing to our business development efforts.

Key Responsibilities:

- **Customer Success Management:**
 - Lead customer onboarding and ensure smooth adoption of our solutions.
 - Monitor customer health and identify opportunities for growth.
 - Act as the voice of the customer within the organization.
 - Build and maintain long-term relationships with key customer stakeholders.
- **Business Development Support:**
 - Identify upselling or cross-selling opportunities and work with the sales team.
 - Seamlessly transfer qualified leads to the sales team.
- **Process Optimization:**
 - Design and implement customer success processes to scale efficiently.
 - Collaborate with cross-functional teams to improve the customer journey.
- **Collaborative Engagement:**
 - Align with Sales, Product, and Marketing teams on customer needs.
 - Contribute to company adaptability as it scales.
- **Reporting & Metrics:**
 - Track key performance indicators (e.g., retention, NPS, satisfaction) and report on the impact of customer success efforts.

Key Qualifications:

- Experience in agriculture, animal health, or agri-business sectors (highly desirable).
- Proven customer success, account management, or business development experience in a startup environment.
- Comfortable in a fast-paced, evolving startup.
- Excellent communication and relationship-building skills.
- Data-driven, with experience using customer success tools or CRM systems (a plus).

Why Join Us?

- A unique opportunity to shape the customer success management strategy of a pioneering company that is tackling one of the world's most pressing global health issues - antibiotic resistance.
- A collaborative, dynamic work environment with passionate colleagues making a difference in the biotech space and protecting global health.
- Salary (based on experience) and benefits package.
- Opportunity for growth and professional development as the company scales.