captivea

TRANSFORM YOUR EVERYDAY

HIRING IN
COLOMBIA

CUSTOMER SUCCESS MANAGER

MEDELLÍN

**Medellín,
Colombia**

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For over 20 years, Captivea has been helping companies with their digital transformation. As an Odoo Gold Partner, we implement Odoo ERP for growing and mid-market companies across the USA, France, Switzerland, Canada, Singapore, India and Colombia.

As our client base across the Americas expands, you will ensure the long-term success and satisfaction of our clients after they go live on Odoo.

YOUR MISSIONS

- Post-go-live relationships: own client relationships after implementation and build strategic relationships with customers
- Renewals and retention: oversee renewal cycles and drive renewal strategy
- Support coordination: coordinate support and issue resolution, and manage escalations
- Solution optimization: identify opportunities to optimize the solutions deployed for clients
- Expansion: identify and influence expansion opportunities and position clients for future growth

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THE PROFILE WE'RE LOOKING FOR

Experience and qualifications

- 2–5 years in Customer Success, Account Management, Support Management or a similar client-facing role
- Experience in SaaS, ERP, consulting or software implementation
- International or multicultural client relationships: a plus
- Huge plus: experience with Odoo, NetSuite, SAP, Microsoft Dynamics or other ERPs
- Huge plus: technical or functional understanding of business processes (finance, operations, supply chain…)

Mindset and soft skills

- Empathetic, structured and relationship-driven
- Strong communicator, comfortable with executive-level conversations
- Proactive problem-solver who addresses needs before they escalate
- Organized and reliable, comfortable owning multiple accounts in parallel
- Comfortable across cultures, industries and business environments

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Languages
- English and Spanish (required)
- French: a strong plus

WHAT WE OFFER
- Full-time permanent position
- A multicultural work environment
- Opportunities to grow within a fast-expanding global organization

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