

Full-Time Customer Success Manager  
**Job Description**

Location: Headquarter, HK (Kwun Tong)  
Role: Customer Success Manager  
Language: Cantonese, English  
Apply: [hr@rocketbots.io](mailto:hr@rocketbots.io)

**About Rocketbots**

Founded in Hong Kong in early 2017, Rocketbots provides communication solutions for enterprises using AI-powered Chatbots and an SaaS platform.

**Role Description**

Customers are the lifeblood of our company and so we need a strategic, customer-focused and results-driven Customer Success Manager to engage with and enable our customers to fully utilize our product. You will be responsible for the complete post-sales lifecycle of our portfolio of customers. Looking for someone with passion for technology and providing an extraordinary experience for every customer. Ideally, you should be able to step in to build prototypes if required.

In this position, you will proactively reach out to our customers to make sure our product is fulfilling their needs, making appropriate changes if the situation requires them. As a member of a highly engaged team, you will improve communication with our clients.

**Responsibilities**

- Ensure that customers derive maximum value from their investments in Rocketbots
- Responsible for the ultimate success of our customers, including customer onboarding, project success, retention, and renewal
- Drive seamless onboarding processes and work cross-functionally with our product and sales team to actively lead each customer's successful deployment
- Identify and develop new opportunities for expansion across the customer's business
- Manage and develop chat content including chatbots, human responses and product flows

**Minimum Qualifications**

- Bachelor Degree or 2 years of equivalent experience
- Passionate about customer success and tenacious at driving long-term customer value
- Experience working on complex and customizable projects

**Preferred Qualifications**

- Experience or interest in sales, customer support, account management, marketing or consulting.
- Demonstrated experience in managing and customizing experience to a customer base.
- Proven ability to multi-task and manage multiple projects at a time while paying attention to detail.
- Proactive, independent worker who is highly organized and interested in the difference they can make through their individual contribution.
- Experience of leading and working well with others, a strong bias to teamwork is essential.
- Excellent written and verbal communication skills in Chinese (Mandarin)
- Good management of English
- Desire to work in a startup environment

**Business Area**

We wish to connect with companies around Hong Kong and help them improve the relationship between their business and their customers. Our teams of engineers, designers, marketers and sales specialists collaborate closely to spot and analyze customer needs and trends. Together, we create chatbots tailored to their specific needs.

