https://jobs.ua/job-customer-success-manager-3852672

Ваш надійний помічник

Customer Success Manager

Київ, 17 січня

Компанія: Matific (https://jobs.ua/company/id/1642112) (Всі вакансії)

Рубрики: Торгівля, продажі, закупівлі, Офісний персонал

Побажання до співробітника

Освіта:	повна вища
Досвід роботи:	від двох років
Графік роботи:	віддалена робота

Опис вакансії

ABOUT MATIFIC

Matific is a fast-growing, AI-first global EdTech company delivering a world-class, research-driven mathematics learning platform for schools. Used by millions of students, teachers and families in over 70 countries, Matific empowers learners through interactive, adaptive, and pedagogically rigorous digital experiences.

Recognised internationally for excellence, Matific has received top industry honours including the GESS, Global Edtech Prize, CODiEs, Academics' Choice, and EdTech Digest awards.

With over $50M USD invested and a global team of 200+ employees, Matific operates as a modern SaaS organisation – leveraging AI, data, and adaptive learning technology to help schools and ministries improve outcomes at scale. Our mission is to deliver equitable access to high-quality mathematics education and to support meaningful systemic improvement worldwide.

THE ROLE

The newly created role of Customer Success SME will be a primary point of contact for partners, schools and government representatives in Ukraine & Eastern Europe Region, responsible for onboarding and ongoing training as required. The role will involve maintaining strong relationships that drive customer satisfaction and maximise platform usage. We are seeking a passionate and motivated individual with a keen interest in learning through technology to join our dynamic team.

This is a fantastic opportunity for someone who is enthusiastic about making an impact in education across the region, being involved in new partnerships, high-profile NGO projects and who wants to grow their career in a fast-growing EdTech company.

KEY RESPONSIBILITIES

- **Onboarding:** Lead the onboarding process for new schools, ensuring a smooth and successful integration into the platform.
- **Training and Support:** Provide proactive, personalised training and ongoing support to teachers, facilitators, and principals, both onsite and virtually. Organise webinars, conference calls, and create instructional materials to support onboarding and continuous learning.
- **Customer Engagement:** Foster strong relationships with school users by providing regular check-ins, value-added services, and identifying opportunities to increase platform engagement and retention. Deliver effective communication to ensure partners and customers are achieving their desired learning outcomes.
- **Usage Monitoring and Insights:** Track and analyse platform usage data, offering insights and recommendations to school users and internal teams to improve platform utilisation.
- **Team Collaboration:** Work closely with the focal team on projects, providing support in meetings, training sessions, stakeholder engagement, and other related activities.
- **Product and Platform Knowledge:** Stay up-to-date with all features and developments on the Matific platform, ensuring you are well-informed to provide the best possible customer support.

Requirements

- Bilingual proficiency in Ukrainian and English is essential.
- Minimum of 3+ years of experience in client or educational projects/services/support.
- Demonstrated task-driven project management aimed at achieving customer success.

- Experience in the education sector is highly desirable.
- Strong consultative approach, with a positive, solution-oriented and growth mindset.
- Exceptional verbal and written communication skills.
- High energy, a collaborative team player, and a results-driven attitude with a passion for success.
- Ability to work autonomously in a remote position with direct reporting to other regions.

Benefits

- A business with a strong purpose to provide quality education to children globally
- A fast-paced environment, a fast-growing EdTech global company
- Work with ministries of education, NGOs, and partners
- Work closely alongside seasoned, successful entrepreneurs
- Opportunity to innovate and challenge the status quo
- Competitive remuneration package
- Fixed contract look to a permanent role

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Контактна інформація

Сайт: https://www.comeet.com/jobs/matific/62.000/customer-success-manager/CB.36E