

iViReg Success Genius

iVigee, a leading pharmacovigilance services and technology company focused on creating simple, powerful, and elegant drug safety solutions that span the entire drug safety life cycle, is seeking a new team member for the position of **iViReg Success Genius**. The ideal candidate should be based in Czech Republic or UK (native speaker).

We combine years of experience with the latest innovative AI technologies to create an 'instant pharmacovigilance department', deployable anywhere, on-demand.

Our teams support clients around the world with advanced pharmacovigilance and safety data management requirements from our strategic bases in Europe and the US.

iVigee: Simple. Powerful. Elegant.

Purpose of the job position

Responsible for ensuring customers achieve their desired outcomes while using iVigee products and services. Act as the main point of contact for clients, guiding them through onboarding, usage, and ongoing support. Foster strong customer relationships, address any concerns, and work cross-functionally with sales, marketing, and product development to improve customer satisfaction, retention, and growth. Maximize the customer's success with the product and, in turn, increase customer loyalty and long-term value for iVigee.

MAJOR TASKS AND RESPONSIBILITIES:

New Business Development:

- Following up on inbound leads, managing RFIs, RFPS through to signed contract stage
- Running New Business Sales Campaigns to generate new leads

Customer Onboarding:

- Guide new customers through the onboarding process, ensuring they understand how to use the products or services effectively.
- Provide training and resources to new users to maximize their understanding and ability to utilize the offerings fully.

Account Management:

- Maintain regular contact with customers to ensure their satisfaction and address any issues they may face with the product or service.
- Manage customer accounts and records, keeping detailed notes on interactions, concerns, and solutions provided.

Simple. Powerful. Elegant.

Pharmacovigilance products and services that
span the entire drug safety life cycle!

Support and Troubleshooting:

- Offer ongoing support and resolve customer issues in a timely manner, either directly or by coordinating with relevant internal teams.
- Serve as the first point of contact for customer inquiries, providing assistance and escalating issues as necessary.

Feedback Collection and Analysis:

- Gather customer feedback on product usage, overall satisfaction, and potential areas for improvement.
- Analyze customer data and feedback to identify trends and insights that could enhance the customer experience.

Customer Retention and Renewal:

- Implement strategies to retain customers, including proactive communication and tailored engagement initiatives.
- Manage the renewal process for subscriptions or ongoing services, ensuring customers are aware of renewal terms and conditions.

Upselling and Cross-selling:

- Identify opportunities to upsell or cross-sell products and services to existing customers based on their needs and usage patterns.
- Educate customers about additional features or products that could provide value to their business or personal use.

Advocacy and Relationship Building:

- Build strong relationships with customers, becoming their trusted advisor and advocate within the company.
- Encourage customers to become advocates of the product or service, potentially through reviews or testimonials.

Reporting and Communication:

- Prepare regular reports on account status, customer satisfaction, and retention rates for internal stakeholders.
- Communicate effectively across teams to ensure customer needs are addressed in line with product developments and updates.
- Develop a customer roadmap for each new client detailing the desired business objectives and outcomes, track how we are delivering on our promises, and communicate the progress of this plan with the client on a regular basis.

Collaboration with Other Departments:

- Work closely with sales, marketing, and subject matter experts to relay customer feedback and ensure the product and service offerings meet customer needs.

- Assist in the creation of case studies and customer success stories that can be used by sales and marketing teams.

Professional Development:

- Stay informed about industry best practices and emerging trends in customer success to continuously improve skills and knowledge.
- Participate in training sessions and professional development opportunities to better support customers.

SPECIFIC REQUIREMENTS FOR THE POSITION:

Education	Bachelor's degree in Business Administration, Communication, Marketing, or a related field is preferred.
Experience	• Experience in customer service, account management, or a related customer-facing role is highly desirable. • Familiarity with Customer Relationship Management (CRM) tools and software such as Salesforce, Zendesk, or HubSpot. • Experience handling customer queries and resolving issues.
Special skills	Technical Skills: • Proficiency in using CRM software to manage customer interactions and track customer data. • Basic understanding of the technical products or services offered by the company to competently address customer inquiries and provide support. • Ability to analyze customer data and feedback to derive meaningful insights. Communication Skills: • Excellent verbal and written communication skills to effectively interact with customers and relay information clearly and persuasively. • Strong listening skills to understand customer needs. Problem-Solving Skills: • Strong analytical and problem-solving skills to diagnose issues quickly and find effective solutions. • Creativity and resourcefulness in handling complex customer situations. Interpersonal Skills: • Ability to build and maintain strong relationships with customers, fostering trust and loyalty.

	• Empathy and patience to handle sensitive or challenging customer interactions with tact and professionalism. Organizational Skills: • Strong time management and prioritization skills to handle multiple accounts and tasks efficiently. • Attention to detail to ensure all aspects of customer accounts are managed accurately. Adaptability and Learning: • Willingness and ability to quickly learn new product features and updates. • Flexibility to adapt to changing environments and customer requirements. Teamwork: • Ability to collaborate effectively with other teams, such as sales, marketing, and product development, to enhance the overall customer experience. • Skills in contributing positively to team dynamics and company culture.
Language skills	English (native)
Computer skills	Advanced literacy (Microsoft Office applications)

This is an outstanding opportunity to join the fearless team of trustworthy professionals enabling innovation in a sustainable manner.

If you are interested, please feel free to submit your CV to hr@ivigee.com.