Apna Pvt Limited

Customer Success Manager

Job Profile Details

Placement Cycle	**ARKA JAIN University - Placements 2024-25**
Job Location	Bangalore / Delhi / Mumbai (Candidate should be open to all 3 location , there basic training will be completed here in bangalore)
Date of Visit	NA
Position Type	Full Time
Expected Hires	NA
Sector	Business Development
CTC	INR 600000
Category	Level 2 - General

Description

MANDATORY
  - GOOD KNOWLEDGE IN EXCEL
  - VERY GOOD COMMUNICATION SKILLS

  - Minimum CGPA of 7+ overall

  - Excellent Communication Skills

  - Good at Excel

Pref - Female candidates (but let's not restrict good male candidates also)
  - No of roles - 6
  - CTC :- Upto 6 L + Other Perks

Location :-
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About the Role
We are looking for a Customer Success Manager to provide support, nurture relationships and expand business for 400-500 Tier 5 enterprises to promote these orgs higher Tiers. A CSM would be assigned 150-300 orgs depending upon the workload.
Tier 5 orgs are enterprises that currently behave like an SMB w.r.t purchase pattern, ticket sizes, engagement from sales team and are likely to have a client connect at junior to mid-management level. About Career growth within the team, a CSM would gradually move up the ladder and start managing Tier 1 - Tier 4 clients and would eventually work

directly w/ Pod leads/CSM head in big accounts management. Responsibilities
Own Net revenue Retention (NRR) for respective orgs
Focusing on existing accounts with a client centric retention strategy - identify the right product for a role x city x # hires requirement, pitch a right product to maximize value for money
Customization of the training modules for the existing clients by maintaining good relationships.
Identify & analyze the clients requirements & propose customized solutions for talent acquisition / branding needs.
Interaction with senior r management in the client organizations & present Apna's products & services.
Upsell Apna's online solutions Corporate clients - Jobs, DB, banners, new products Sales Analysis, Usage review and planning vis-a-vis product analysis on a monthly basis - find usage patterns, discovery of hiring patterns, share of other digital platforms (naukri, WorkIndia, Shine, Monster etc.)
Manage complex sales situations & acquire clients based on - value based selling.
Following the complete sales cycle and ensuring payment collection.
Closely monitoring of competitor activities and assisting in planning counter strategies

Interview process
- Excel Based Assignment
- Discussion on Assignment
- Final Round with Sales head
- HR

Open for Courses

- **Jain - Arka Jain University Jharkhand**
  B.Tech
  1. Mechanical Engineering
  2. Electrical and Electronics Engineering
  3. Computer Science Engineering

Eligibility Criteria

B.Tech	**Applicants must have obtained** 70 % in Undergraduate
Work Experience Criteria	No work experience based criteria defined yet!
Allowed Genders	[Y] Male students [Y] Female students [Y] Other Genders
Backlogs	Students with backlog(s) not allowed

Hiring Workflow

Online test *No Venue/Time specified*

Technical interview *No Venue/Time specified*

HR interview *No Venue/Time specified*

HR interview *No Venue/Time specified*

Additional Info

No additional information