

Customer Success Manager

CDI

Apply: jobs@kiro.bio

Location: Paris

Starting date: As soon as possible

Required experience: Master's degree (or equivalent) and 3/4 years of experience in a similar role (Customer Success, Project Management, Consulting, or equivalent)

KIRO'S MISSION

Founded in 2019 Kiro is the first AI-powered digital health platform for clinical biology in Europe, backed by world class reknown investors. We develop new approaches to medical biology using medical-grade artificial intelligence and cloud technology, leveraging laboratory results to improve patient outcomes. Most people find laboratory test results, such as blood tests, difficult to understand and act upon.

Using artificial intelligence, we have created a platform that makes medical biology clearer, more tailored, actionable, and relevant to both patients and healthcare professionals. Our solution, developed with leading laboratories, hospitals, and physicians, is already being used by millions of people.

If well understood and structured, medical biology can drive a deeper understanding of disease outcomes and patient health, helping to better diagnose and anticipate diseases. We believe this fundamentally holds the key to true precision medicine. We built Kiro to make this happen.

YOUR ROLES & RESPONSIBILITIES

As a Customer Success Manager, part of the Business team, you will collaborate closely with customers and partners as well as members of Kiro's Business, Product, Data Science, and Engineering teams. Your mission will be to support our clients in achieving their goals while contributing to the growth of Kiro

In an environment where technology and digital haven't played all their cards yet, your mission will be at the core of Kiro's success.

Your role and responsibilities will be:

Project Management and Coordination

- Plan, structure, and oversee the execution of projects with clients.
- Develop project plans, including objectives, resources, budgets, and timelines.
- Participate to project steering efforts and coordinate internal teams and external partners.
- Identify risks, anticipate obstacles, and propose appropriate solutions.

Client and Stakeholder Relationship Management

- Establish and maintain strong relationships with clients, partners, and users.
- Provide personalized support throughout the client or partner lifecycle.
- Resolve incidents promptly and ensure customer satisfaction post-resolution.
- Monitor and analyze client satisfaction to identify areas for improvement.

Operational Support

- Organize and facilitate training sessions or webinars to support solution adoption.
- Collaborate with internal teams (product, sales, marketing) to enhance offerings and customer experience.

Performance Tracking and Reporting

- Develop and monitor customer performance indicators (KPIs).
- Provide regular reports on project progress, successes, and bottlenecks.
- Ensure compliance with the contractual terms of clients and partners.



OUR NEXT EXPLORER PROFILE

You could be our next teammate if you have:

- A master's degree (or equivalent) and at least 3/4 years of work experience.
- The ability to work independently, with strong analytical and problem-solving skills, and a keen eye for detail.
- A proven track record of collaborating effectively within cross-functional teams, fostering a positive team spirit.
- A readiness to embrace new environments and challenges, a proactive attitude, and a commitment to continuous self-improvement.
- Experience managing complex projects, preferably in a SaaS or technological environment.
- Proficiency in both French and English.



WORKING ENVIRONMENT & ADVANTAGES

By joining Kiro, you will have the opportunity to:

- Work within a young and dynamic team willing to transform healthcare with a positive impact at scale. We aim at improving the lives of millions of patients, and that's why we wake up every morning 🙌
- Join a recognized, multi award-winning startup, where your position will be key for the company's success. We are trustful team players and frame our work environment as the best means to make lasting contributions.
- Gain experience on a unique product allying digital health, data management and artificial intelligence for medicine.
- Be at the heart of France's most dynamic startup ecosystem.
- Icing on the cake: attractive package, Alan health insurance plan, Swile lunch card, suitable remote policy among others 🎉

Do you have what it takes?

Send your CV at jobs@kiro.bio

More information about us on www.kiro.bio