



<https://bizmark.ie/careers/customer-success/>

Customer Success Specialist

Description

About Bizmark

At Bizmark, we're transforming how people buy and sell businesses in Ireland and the World.

Our platform connects sellers and buyers in a smart, simple, and secure way — streamlining transactions, reducing stress, and building confidence every step of the way.

As we continue to scale, we're looking for a **Customer Success Specialist** who's passionate about delivering a seamless, supportive experience to our growing community. This role is central to how we onboard, retain, and grow relationships with our users — ensuring every customer feels heard, supported, and set up for success.

Reporting to:

Gareth, our CEO <https://www.linkedin.com/in/garethcuddy>

Time Commitment: Full-time

Location: Galway, Ireland or Remote (Ireland/UK time zone preferred)

Responsibilities

What You'll Do

- Build strong, trusted relationships with our customers — from first contact through onboarding and ongoing support.
- Be the go-to expert on the Bizmark platform, confidently guiding users through features and best practices.
- Conduct check-ins and reviews with business buyers and sellers to understand evolving needs and identify opportunities to support them better.
- Develop and implement customer retention strategies to reduce churn and enhance satisfaction.
- Identify opportunities for account expansion and proactively surface new solutions or features to users.
- Monitor customer engagement and flag at-risk accounts early, taking proactive steps to re-engage and resolve issues.
- Work closely with the product, marketing, and sales teams to deliver feedback that drives meaningful improvements.

Qualifications

What We're Looking For

- 3+ years of experience in a customer success or support role, ideally within a SaaS or tech-driven environment.
- A proactive mindset — you're always one step ahead, spotting opportunities and challenges before they arise.
- Excellent communication skills (written and verbal) with the ability to simplify

Hiring organization

Bizmark AI Ltd

Employment Type

Full-time, Part-time

Beginning of employment

Immediate

Duration of employment

Full-time

Job Location

Remote work from: Ireland

Date posted

April 10, 2025

Valid through

08.06.2025

complex topics for any audience.

- Strong emotional intelligence — you listen well, respond with empathy, and earn trust quickly.
- Experience working with CRMs and support tools, with a strong grasp of customer lifecycle management.
- Results-focused and driven by goals, metrics, and customer outcomes.
- Experience in the business services, finance or property sectors is a plus, but not essential.

Job Benefits

Why Join Us

At Bizmark, you'll be part of a small, ambitious team making a big impact on Ireland's business landscape. We work collaboratively, move fast, and care deeply about the people we serve. This is your chance to help shape the customer journey at a pivotal stage of growth — and build lasting connections with entrepreneurs across the country.

- Professional development and a strong learning culture
- 4-day week in June (after probation)
- Hybrid work policies (after probation)
- Team of A-players (a highly skilled, motivated team)
- Regular team-building activities (in-person and virtual)
- Strong emphasis on work-life balance / wellness benefits