

We're Hiring



Customer Success Consultant

Bitventure is a leading provider of verification, authentication, and data-driven solutions across South Africa. Our technology empowers businesses to onboard customers securely, prevent fraud, and scale confidently.

We are looking for a **Customer Success** Consultant to play a key role in ensuring our clients achieve maximum value from Bitventure's products and services. This role blends onboarding, relationship management, and proactive engagement to drive customer satisfaction, retention, and growth

What You'll Drive

- Lead and support new client onboarding and implementation processes
- Deliver tailored product training and platform demonstrations
- Build strong, trusted relationships with client stakeholders
- Proactively monitor usage and performance to identify risks and opportunities
- Act as a key point of contact, escalating issues and driving timely resolution
- Support retention, renewals, and account growth initiatives in collaboration with internal teams
- Maintain accurate CRM records and provide customer insights to product and operations teams
- Track and report on key metrics such as adoption, satisfaction, usage, and retention
- Provide structured feedback to internal teams based on customer insights and trends

What We're Looking For

- 2–4 years' experience in customer success, client services, account management, or a similar customer-facing role
- Experience working in fintech, SaaS, payments, or technology-driven environments will be a strong advantage
- Strong ability to build trust and credibility with clients at different levels of seniority
- Excellent written and verbal communication skills, with a client-first mindset
- Comfortable managing multiple accounts, priorities, and deadlines in a fast-paced environment
- Strong problem-solving and analytical skills, with the ability to translate customer needs into practical solutions
- Experience using CRM and customer success tools (e.g. HubSpot, Salesforce, Gainsight or similar)
- Ability to interpret usage data, performance metrics, and customer feedback to drive action

Apply today: Send your CV and qualifications to careers@bitventure.co.za

Location: South Africa | Industry: Industry: Fintech | Job Level: Mid-Junior|