

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 seeking a **Customer Consultant Success** to serve as the bridge between our clients and internal teams, ensuring successful onboarding, product adoption, customer satisfaction, retention, and growth. You will play a key role in delivering exceptional customer experiences while helping customers maximise the value of Bitventure's solutions.

What You'll Drive

- You will onboard new clients and guide them through implementation, training, and adoption of Bitventure's products and services.
- You will build and maintain strong customer relationships by conducting regular account reviews, engagement sessions, and success planning activities.
- You will proactively monitor customer health, identify risks, and work with clients to ensure they achieve their desired business outcomes.
- You will investigate and coordinate the resolution of customer issues by collaborating with technical, product, and operational teams.
- You will identify opportunities for account growth, renewals, upselling, and cross-selling while supporting long-term customer retention.
- You will track customer success metrics, maintain accurate CRM records, and provide insights and feedback that contribute to product and service improvements.

What We're Looking For

- Qualifications, a National Senior Certificate, Diploma or Degree advantageous in Business Administration, Marketing, Communications, Information Technology, or a related field.
- You bring at least 3 years of experience in Customer Success, Account Management, Client Services, Relationship Management, or a similar customer-facing role.
- You have experience managing customer relationships, onboarding programmes, and customer retention initiatives.
- You are proficient with CRM platforms, Microsoft Office, reporting tools, and customer engagement systems.
- You possess strong communication, presentation, problem-solving, and stakeholder management skills.
- You understand customer lifecycle management and have experience working in SaaS, Fintech, Financial Services, or technology-driven environments.

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

Location: Bedfordview | Industry: Fintech | Job Level: Junior/Mid
Permanent | Full-Time