

Customer Success Manager, Middle East

Job Description



Who are we?

We are a female-founded scale-up, currently made up of around 80 AltoVitians. Our fully-remote team hails from 14 different countries and collectively speaks 18 languages. Most of the time, it is our differences that are celebrated (whether they are in cultures, personalities, preferences or passions). However, despite those differences, there are a few principal attributes that we share which define an AltoVitian. AltoVitians are tenacious, humble, and thoughtful. Being humble is important because it enables us to keep learning every day, and tenacity is necessary because in a high performing environment as fast-paced as AltoVita, taking it slow is simply not an option!

Today is a particularly exciting time to join our team, we closed our Series A financing round in late 2022 and will be starting the Series B rounds in the coming year. This next chapter won't always be a smooth ride, but it will be filled with innovation, excitement and opportunities, so if you are ready for the challenge (and the fun!) of growing with us, we would love to hear from you.

What we do

AltoVita is a multi-award winning accommodation platform that enables enterprises to consolidate accommodation programmes through the power of proprietary technology paired with a human centric approach.

AltoVita's unique offering sets us apart in the market, providing a network of 7 million+ verified and vetted properties are all duty of care compliant, backed by a four-tier quality control process; located in over 35.000 cities & 165 countries world-wide. With our award-winning enterprise software and human-centric approach, we deliver smart and sustainable solutions to global talent mobility & business travel managers worldwide.

Our Client Development team plays a vital role as trusted advisors and partners to our clients. Embodying our consultative philosophy, this dedicated team proactively shares new market insights, analyzes data, and empowers our clients with the tools and knowledge to make informed decisions, ensuring our clients are always equipped to make the best choices for their corporate housing needs.

AltoVita's technology provides a cloud-based bridge between the highly fragmented property distribution system and multinational Global 2000 companies. A proprietary two-way API integration with a standardised sourcing process reduces the legacy, inefficient 48-to-72-hour bidding process down to a few minutes, saving valuable time and money.

Corporate clients love the bespoke user interface seamlessly configured to their mobility policies, and employees enjoy a greater sense of choice and support in their relocation journey.

About the role

We are seeking a highly skilled and dedicated Customer Success Manager with proven experience managing high-volume housing association requests. The ideal candidate thrives in fast-paced, dynamic environments and excels at providing timely, effective solutions to complex client needs.

Key Responsibilities

- Manage incoming accommodation requests and present corporate clients and relocation management partners with personalized housing options through AltoVita's proprietary enterprise software
- Reply to client's enquiries related to housing options and offer thoughtful recommendations in a timely manner.
- Build a good relationship with the consultants from relocation management companies
- Support reporting on conversion figures and identify opportunities for improvement
- To maintain the positive engagement with hospitality partners (hotels, serviced apartments & hotels) and participate in supplier meetings, or trainings to reflect client requirements when necessary
- To participate in property inspections to gain an in-depth understanding of properties quality, when required (MENA Region).

- Identify market gaps and collaborate with the Hospitality Growth team to ensure our offering is complete and competitive.
- Get acquainted with AltoVita's proprietary technology and contribute to product development for hospitality operators across the region.
- Proactively contribute to the community, building of hospitality operators & supply technology software (quarterly training sessions, content creation, events & conferences, in-person visits)
- Assist in the optimisation process of AltoVita's Customer Success technology

Requirements

- Working Hours: Sunday-Friday (9AM-5pm GMT+4)
- 2+ years of experience in hotel reservations, corporate housing, global mobility or relocation
- Comfortable working in a fast-paced and entrepreneurial environment
- Ability to work well under pressure and handle high-stress situations with calm and professionalism
- Strong problem-solving skills and ability to think on your feet
- Self-motivated, proactive and results-driven
- Occasional weekend on call rotation
- MENA based (ideally UAE/KSA/Lebanon)
- Full proficiency in Arabic

Ways of Working

AltoVita is a fully remote team. Although we have regular touch-points throughout the week, organise off-sites in several locations, trust is essential for us to work effectively as a team. Our founders empower us to make decisions autonomously, and in turn expect that we also empower our direct reports.



Join our Team

AltoVita is the sum of every member of the team. We know that a strong team is a diverse team, and are therefore committed to being an equal opportunity employer, so please bring all of yourself to the interviews and most importantly to our team.

Becoming an AltoVitian means you will benefit from:

- A team that will always put you first
- Incredible opportunities for growth and career advancement
- A fully-remote working environment
- Wellness benefits and a wellness budget, which can be spent on a range of options including gym memberships, home meal delivery services, mindfulness applications, and many more
- A work-from-home allowance to get your home-office set up
- A generous vacation package so you can recharge or explore

To apply, click [here](#)