

About us:

Curious Thing is an AI interviewer startup based in Sydney Australia. Through simple phone calls, it helps companies interview 100% candidates at scale, provide realtime analytics, and support shortlisting decisions with enabling a truly data-driven approach. Founded by serial entrepreneurs and technology experts, Curious Thing AI has been adopted by some of the most innovative brands in the region. We are also the winner of the Australasian Talent Conference Product Award and the Finalist of Global HR Tech Conference 2019.

We are a small team based in Sydney, Brisbane, and San Francisco. At Curious Thing, we are proud of our culture:

- We are a people-first company
- We encourage “over-communication” within the team
- We succeed and fail together

About this role:

We are looking for a Customer Success Manager with 2 to 4 years of experience to join us. You are based in Sydney. The remuneration is in base salary plus bonus structure. Employee share options may also be included in the package. You will work as a proactive trusted advisor and be responsible for the success of customer’s onboarding, support, and renewal processes. You will help build and continuously refine the customer success playbook.

About you:

- You have 2-4 years of customer success or consultancy experience in the software or technology industries.
- Experience in SaaS software, HR tech, and recruitment tech is a huge bonus.
- You have a proven tracking record in previous roles. You are ready to take on new challenges and responsibilities.
- You are resourceful, patient, and detail-oriented. You can be held accountable for your work and you don’t mind tedious but value-adding tasks.
- You know the importance of being able to work autonomously but can collaborate with the team when needed.
- You genuinely enjoy working with customers and others in the team. You are comfortable working in a remote-friendly environment;

Please reach out to talent@curiousthing.io if you believe you are the right fit. Thank you.