

SOLUTIONS SPECIALIST EUROPE

📍 GERMANY, FRANCE, SPAIN or UK (Remote)

We are looking for a self-motivated SOLUTIONS SPECIALIST, with a result-driven approach, to assume a challenging position at SafeStart Europe.

This role is designed for professionals allowed to work in Europe, able to speak German and French (one mother tongue and the other at a bilingual level), as well as being fluent in English.

The ideal candidate must have a **minimum 5 years of experience in a client-facing, sales, customer success, and/or business development role**. He/she must be a motivated individual who have experience in both sales and implementation, and have strong problem-solving abilities, be adaptable to change in a fast-paced environment and perform a great work both independently and as part of a team.

WHAT WE OFFER

- ☐ **Remote Flexibility:** Fully home-based position in Europe (Germany - preferable, France, Spain or the UK).
- ☐ **Compensation Pack:** Competitive base salary with performance-based bonuses.
- ☐ **Benefits:** Home-office allowance and benefits in accordance with local labor laws.
- ☐ **Growth Potential:** Opportunities for career development in a dynamic, performance-driven environment with a supportive team culture.

ABOUT THE ROLE

This position reports jointly to the Global Manager of Customer Success and the Regional Sales Director in Europe. The goal is to achieve regional YOUFactors sales revenue and engagement targets by driving and managing business development activities (50%) as well as implementing and supporting YOUFactors customer success activities (50%).

KEY RESPONSABILITIES

Solutions Sales & Business Development

- Identify potential clients and business development opportunities in target markets.
- Qualify leads and opportunities referred by BDMS or Consultants and provide the next appropriate sales procedure.
- Prepare and deliver proposals, lead negotiations, manage service agreement, and close deals with prospective clients.
- Engage clients in identifying their needs/ interests and demonstrating appropriate solutions through conference calls and online demo.

- Coordinate progress and concerns to all sales stakeholders – BDM, Sales Manager, CSC and Technology Team.
- Enforce workflow process and proper sales procedure.
- Manage and report YOUFactors pipeline.
- Monitor expiring contracts and help ensure success of renewals.
- Drive and promote YOUFactors activities within the region – webinars, project management follow-up schedule, forums and workshops, marketing campaigns, etc.
- Attend and participate in YOUFactors CSC as well as regional sales meetings and training sessions.

Customer Success & Support

- Guide clients through technical implementations from start to finish, ensuring YOUFactors is configured to support client business requirement.
- Facilitate in onboarding and customer success workshops both on a virtual or face-to-face setting.
- Proactively monitor customer interaction with YOUFactors to ensure optional usage and adoption.
- Assist clients with technical issues from initial troubleshooting to escalating to internal teams (also facilitate in VOC gathering).

Product Strategy & Process Improvement

- Assist in YOUFactors business development strategy.
- Assist in improving YOUFactors end-to-end sales and implementation processes.
- Assist in translation and proofreading of product features as well as support and implementation documents.

REQUIRED EXPERIENCE / SKILLS

- Bachelor's degree in business, information technology, marketing, or equivalent experience.
- German native speaker and bilingual in French, with business-level English. Preference to candidates with additional European language proficiency.
- 5-7 years' experience in a client-facing/business development role in the SaaS market.
- Proven outbound sales experience, ideally in the software or technology sector.
- 3-5 years' experience in customer success, technical support, SaaS implementation, and/or project management.
- Demonstrated ability to understand the customer's needs and propose solutions to meet those needs.
- Excellent verbal and written communication skills.
- Experience in digital marketing is a plus.

ABOUT US

SafeStart is a leading provider of safety training and safety coaching with proven success all over the world. Our award-winning training programme is centered on the human side of safety, helping people to become more aware of states of mind which causes more than 95% of accidents on-and-off the workplace. It has successfully trained over 4 million people in 60+ countries, in over 32 languages.

Joining the digital revolution bandwagon in performance and productivity, SafeStart launched **YOUFactors, a digital companion whose aim is to reach more people with its paradigm shift in safety**, focus on human error reduction and to use technology to improve these learnings.

- To read more, check out our [SafeStart LinkedIn](#) company page and also the [YOUFactors LinkedIn](#).

BE PART OF THE TEAM!

If you wish to carve a sustainable career path in a performance-driven and flexible start-up environment, we are interested in hearing from you! Apply with your CV and cover letter, explaining why you think you would be a good fit for this opportunity: recruiting@ssi.safestart.com.