

Who we are?

Inbenta is a global technology company headquartered in Texas, USA with offices and team members around the world. We develop an Automatic Language Processing (or Natural Language Processing – NLP) engine, which provides answers to human intentions formulated in natural language. Based on our proprietary and patented technology, Inbenta builds a set of conversational solutions for businesses such as chatbots, knowledge management tools, digital demos, and search engines. Our customers include many global blue-chip companies in Banking, Insurance, Automotive, Services, Retail, Transportation, and other sectors.

What are we looking for?

We are looking for an enthusiastic and talented Client Services Manager based in Spain and who is fluent in Japanese, interested in working in an Artificial Intelligence and Natural Language Processing environment.

As a Client Services Manager at Inbenta, you will lead the efforts to architect, integrate and use Inbenta products, so that our customers get the most out of our technology. The Client Services Manager role is for engineers who thrive on finding creative solutions to customer needs and enjoy the customer-facing aspects of the job.

You'll be part of a motivated self-driving team of engineers with a heavy influence on product roadmaps as the evolving market needs are filtered through the team.

Your main responsibilities will be:

- Manage and execute hourly-based Professional Services for customers.
- Provide support to customers: questions, new requests and incident management.
- Manage customer requests and general monitoring of service status.
- Monitor the performance of the instances and suggest actions to improve it.
- Debug technical and matching issues and identify the best solution, upon customer request.
- Coordinate requests with other teams to improve tools, documentation and products.
- Maintain a high level of satisfaction with the services implemented and the support provided.

Requirements

Education and Experience:

- Bachelor's Degree in Computer Science, Engineering, or a related field.
- 1+ year of experience in a related position.
- High level of English and fluency in written and spoken Japanese.

Soft Skills:

- Excellent written and public communication skills in all working languages.
- Excellent computer skills.
- Strong capability to multitask and prioritize.
- Ability to work effectively within deadlines.
- Ability to work in a team.
- Strong analytical skills.
- Detail oriented.
- Ability to empathize with customers and problem-solving oriented.
- Easiness in dealing with clients in an international environment.
- Willing to exceed expectations.

What do we offer:

- A remote full-time position based in Spain (with our office in Barcelona city center).
- Full training and continuous learning.
- A paced, multilingual, and multicultural environment, due to Inbenta's worldwide clients.
- A chance to work and add value to a multi-skilled team of software engineers, product managers, and computational linguists.
- Good work-life balance.
- Ticket Restaurant, and Ticket Transportation.
- Team-building activities and parties.

CV: logan.mccune@inbenta.com