

# Junior Customer Success Manager

At LINK, we connect businesses to customers through our communications products and services that drive engagement and satisfaction during each stage of the customer journey.

You're probably already familiar with us: we're behind the messages you receive via SMS, WhatsApp, email, or even to check-in for your upcoming flight, receive delivery notifications, cash in a mobile coupon to your favorite store, and so much more.

Who We Are Looking For?

We are looking for someone who enjoys working with clients but doesn't want to be limited to just handling support tickets. This position combines client contact, implementation, product consulting, and collaboration with technical teams. You don't need to be an expert in SMS, RCS, or WhatsApp Business API — we will teach you that. What matters most is that you feel comfortable talking to clients, understand the basics of the SaaS or marketing automation world, and want to develop toward a **Customer Success** role in a tech company.

Key responsibilities:

- Supporting customers through the onboarding and implementation process for SMS, RCS, WhatsApp Business API, and other communication channels;
- Helping customers to choose solutions tailored to their business needs, such as marketing, notifications, 2FA, customer service, or automation;
- Coordinating simple implementations, monitoring next steps, and collaborating with Sales, Customer Care, Product, and Marketing teams;
- Preparing summaries of agreements, briefs, guides, and recommendations for customers;
- Assisting customers with account configuration, testing, basic integrations, and launching their first campaigns;
- Gathering customer feedback and help them make better use of available features post-implementation.

Your profile:

- **Advanced knowledge of Polish is an absolute must-have;**
- Initial experience in B2B customer service, ideally gained within SaaS, marketing automation, e-commerce, a marketing agency, software house, or new technologies;
- A solid understanding of the basics of digital marketing, automation, CRM, e-commerce, or customer communication;
- Strong communication skills with the ability to talk to clients in a specific, partner-like, and solution-oriented manner;
- Excellent organizational skills and the ability to manage multiple tasks simultaneously;
- A keen interest in technical topics and a desire to grow in the area of digital products and integrations;
- Communicative English skills, enabling you to comfortably use technical documentation and product materials.

Nice to Have

- An additional asset will be knowledge of CRM, marketing automation, e-commerce, APIs, webhooks, no-code/low-code tools, or experience with SMS, email, push, WhatsApp, RCS, or other communication channel campaigns.

We offer:

- Hybrid work model (3 days/week in the office in Gliwice, 2 days/week remotely)
- Co-financed Medcover care;
- Co-financed private life-insurance;
- Co-financed MultiSport card;
- Extra day off on your birthday;
- Team building events;

- Extra fee from employer for retirement program (PPK);
- Employee Referral Program;
- Summer bonus;
- Fruits in the office;
- Lunch days: Mondays & Wednesdays;
- Free parking (cars & bikes).