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 Manager** role in a tech company.

In this role, you will:

- support clients through the onboarding and implementation of SMS, RCS, WhatsApp Business API, and other communication channels;
- build long-term relationships with medium or enterprise clients, from initial setup to achieving their strategic goals;
- help clients choose the right solutions for their business needs, such as marketing, notifications, 2FA, customer service, or automation;
- drive up-selling and cross-selling of services;
- map growth paths, scaling plans, and strategies for business clients;
- conduct audits and educational initiatives;
- actively participate in product development based on market needs;
- gather client feedback and help them maximize the value of available features post-implementation.

We are looking for someone who:

- has experience working with B2B clients, preferably in SaaS, marketing automation, e-commerce, marketing agencies, software houses, or new technologies;
- **has advanced knowledge of Polish - absolute must-have!**
- possesses strong needs-based selling skills;
- communicates with clients in a direct, collaborative, and solution-oriented manner;
- is highly organized and capable of managing multiple projects simultaneously;
- is comfortable with technical topics and eager to grow in the field of digital products and integrations;
- speaks communicative English, sufficient for using product documentation and materials;
- has prior experience with bulk SMS or email campaigns and an interest in business and marketing trends (this is a plus).

We offer:

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

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