

# Senior Customer Success Specialist

We're looking for a Senior Customer Success specialist to join our dedicated and enthusiastic team at LINK Mobility, Europe's leading provider of mobile messaging and marketing solutions. At LINK, we connect businesses to customers through our advanced communications products and services that drive engagement and satisfaction throughout 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. It's an exciting time to join LINK as we expand our activities on the Bulgarian market, positioning LINK as a leader in mobile communication technology.

## ABOUT THE ROLE

As part of the Sales and Customer Success Team of LINK Mobility, you will play an important role in supporting flowless clients onboarding and service delivery, timely resolving queries.

## KEY RESPONSIBILITIES

- Supports client's initial onboarding to products and services platforms
- Work closely with the Sales and the Support teams to resolve issues
- Communicate with clients and partners – respond to inquiries, provide advice and support on LINK products and services
- Create and maintain clients' accounts and documentation in specific software
- Initiate the functional and technical enhancements of products implementing new ideas, clients' feedback and regular service testing results

## REQUIRED EXPERIENCE AND SKILLS

- Successful previous experience as operational and customer support
- Focus on delivering excellent customer experience
- Good understanding of communication / mobile messaging business standards/operations and products
- Demonstrated track record in clients and partners communication
- Practical use of MS Office is a must (Excel, Word, PowerPoint)
- Good command of English language – both written and spoken

## OPTIONAL SUPERPOWERS

You are someone who:

- Is motivated by impact, ownership, and continuous learning
- Understands customer needs and translates them into smart solutions
- Communicates clearly and confidently across teams and stakeholders
- Stays calm, constructive, and solutions-focused under pressure

## WHY JOIN LINK

- A fast-moving, international environment with high autonomy and trust
- Real growth opportunities, mentorship, and learning support
- Annual bonus plan
- Access to our Employee Share Purchase Program (20% discount on LINK stock)
- The chance to work on products used by millions across Europe
- Hybrid work schedule

Want to know more about our company culture? Check out our EVP:

[Employee Value Proposition](#)

## LOCATION

Sofia, Bulgaria

## HOW TO APPLY

Ready to join us? Apply below - we hire when we find the right people

## **ABOUT LINK MOBILITY**

LINK is publicly listed on the Oslo Stock Exchange. We continue to grow organically with strong recurring revenue as businesses shift toward mobile-first communication.

For more information, you can visit our website: [CPaaS Enterprise Communications: SMS, WhatsApp, RCS, Email](#)

## **DIVERSITY AND INCLUSION**

Every employee matters at LINK. We do not tolerate discrimination of any kind. Diversity fuels our innovation, equity shapes our decisions, and inclusion defines our culture. From leadership to daily interactions, we're committed to creating a fair, respectful, and empowering environment for all.