

Customer Success Manager

We're looking for a **Customer Success Manager** to join our united, dedicated, and enthusiastic team at LINK Mobility, Europe's leading provider of mobile messaging.

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.

It's an exciting time to join LINK as we develop our award-winning communications platform as a service (CPaaS) offerings in this rapidly advancing tech industry.

Our brands are kind of a big deal, earning spots on the Tusell Tech200 in 2021 and 2022. We process billions of text messages a year for thousands of UK companies, from small owner-managed businesses to large corporations like the NHS and the UK government - you've probably already received one of our messages.

We take pride in providing the best customer experience, and our customers have rated our brands as the UK's #1 SMS provider. Now we're growing and we're on the hunt for a lovely Customer Success Manager to join us on our journey to grow our three mobile marketing brands in the UK: FireText, Reach Interactive and The SMS Works.

We're looking for a down-to-earth individual with an enthusiastic personality to guide our customers through using our mobile marketing platforms, helping businesses of all shapes and sizes to improve their communication. Building on our success as the top-rated SMS provider, you'll deliver a top-notch customer experience, manage timely touchpoints, and uncover opportunities for both the customers and the business to grow together successfully.

RESPONSIBILITIES

- Dazzle users with your winning personality as the first port of call for new and existing users on phone and email.
- Dive deep into customer data to uncover hidden opportunities, crafting killer strategies to keep businesses coming back for more.
- Develop, implement, and continually improve strategies for customer retention, such as crafting compelling message copy for businesses to "wow" their customers.
- Deliver outstanding customer service and demonstrate why we're the best choice for both new and current customers by consistently portraying the company's positive, can-do image.
- Our platform is designed to be intuitive, but you'll need excellent problem-solving skills and the technical confidence to click around a web-based platform.
- Build strong relations with all businesses you come into contact with & encourage clients to use the platform more, by listening to their needs, engaging in solutions-focused conversations and building rapport.
- Share ideas and support the marketing team with marketing activity to attract new clients

WE HOPE YOU HAVE

- Experience in account management, sales, marketing, or business development and will have a keen interest in mobile marketing.
- An excellent track record in building customer relationships as well as a drive and determination to succeed. If chatting to customers, solving their problems, and building great relationships sounds like your kind of fun, get in touch.
- First-class customer friendliness skills— we are looking for someone who goes the extra mile.
- Strong organizational skills and self-motivation, as well as being adaptable in a fast-growing and changing environment. You must be a quick learner and self-motivated to work independently when required but with the ability to collaborate and communicate efficiently with your team.
- Enthusiasm for working in a vibrant business, your willingness to learn, and a positive attitude are the most important factors.

OUR IDEAL MATCH

- Excellent communication skills
- Basic understanding of digital marketing
- Analytical thinker
- Driven, enthusiastic and a great team player
- Friendly, positive self-starter
- Ability to self-manage and use initiative
- Strong work ethic
- Awesome sense of humour

A BIT ABOUT HOW WE WORK

Our small team in Cornwall enjoy an energetic and supportive vibe. As a marketing company, we often collaborate on additional tasks, such as sharing marketing ideas, creating content, and providing support. Although the primary focus is on customers, this role also provides an opportunity to build your marketing experience.

Balance is essential to everyone here; we want you to feel part of the team whilst giving you the freedom to work independently. You'll have your desk at our office, located at the Tremough Innovation Centre, and we'll cover your coffee and parking costs there. But, we also have the tools and tech to keep us connected remotely, meaning this role can be hybrid if you want some time to work collaboratively from home too.

WE CAN OFFER YOU

- A dynamic, international work environment
- Growth opportunities supporting personal and professional development
- Contribution to health coverage
- Eligibility to enroll in LINK's employee share purchase program, which provides a 20% discount on company stock purchased by permanent employees

*All benefits are subject to local terms and regulations and may be changed during the employment

LOCATION: Penryn, UK

Apply as soon as possible. Applications are evaluated on an ongoing basis.

Questions about the position? Contact: Holly Barber at holly.barber@linkmobility.com

LINK Mobility is publicly listed on the Oslo Stock Exchange with offices in 18 countries throughout Europe. We continue to experience strong organic growth and recurring revenue as businesses move more activities onto mobile platforms. In 2023, LINK Mobility had a total turnover of 6.3 billion NOK.

Every employee is an important member of LINK Mobility. We do not tolerate discrimination of any kind – whether active or passive – based on ethnicity, national origin, religion, disability, gender, sexual orientation, marital or parental status, union membership, political views, age, or any other characteristic that results in compromising the principle of equality. LINK regards diversity as a lever for innovation and profitability.