

Customer Success Manager

We're looking for a Customer Success Manager to help shape the future of business messaging at LINK Mobility - Europe's leading mobile messaging and CPaaS provider.

At LINK, we power communication that keeps everyday life moving. From flight check-ins and delivery alerts to SMS authentication, WhatsApp support messages, and mobile coupons - chances are you've already interacted with our technology without even knowing it.

We help businesses engage and delight customers through scalable, end-to-end communication solutions.

This is an exciting moment to join LINK. The mobile communications industry is evolving fast, and we're expanding our award-winning CPaaS offerings to match the pace of innovation.

ABOUT THE ROLE

As Customer Success Manager, you will help customers get real value from LINK Mobility's solutions by guiding them through adoption, onboarding, and ongoing development.

You will work hands-on with customers and internal teams, combining project coordination, product understanding, and commercial awareness to move things forward.

This is a role for someone who can build trust, take ownership, and represent the customer voice while helping shape how we deliver Customer Success across the Nordic market.

KEY RESPONSIBILITIES

In this role, you will be responsible for turning customer needs into clear actions, measurable outcomes, and long-term value.

- **Customer growth and retention** Manage customers with focus on adoption, retention, and expansion Identify customer goals, success criteria, risks, and growth opportunities Connect LINK's solutions to business outcomes customers care about
- **Delivery and coordination** Coordinate onboarding, implementation, and follow-up across sales, product, and support Keep progress clear, structured, and visible for customers and internal stakeholders Follow through on commitments and make sure open actions are moved forward
- **Product guidance** Act as a trusted advisor on LINK products, use cases, and best practices Translate customer feedback and market needs into input for product and regional priorities Support sales conversations with relevant product knowledge and customer context

REQUIRED EXPERIENCE AND SKILLS

- 3+ years of experience in a customer-facing role within a SaaS or technology company, such as Customer Success, Account Management, or similar
- Strong consultative skills, with the ability to ask the right questions and understand what success looks like for different customers
- Comfortable managing multiple customer priorities and keeping structure in complex or fast-moving situations
- Good understanding of digital communication channels such as SMS, RCS, WhatsApp, Email, or CPaaS platforms
- Experience collaborating across teams and communicating clearly with both technical and commercial stakeholders
- Strong communication and presentation skills in English, plus fluency in at least one Nordic language (Danish, Swedish, Norwegian, or Finnish)
- Self-driven, structured, and comfortable operating with autonomy in a regional role

OPTIONAL SUPERPOWERS

- Fluency in more than one Nordic language
- Hands-on experience with APIs, integrations, or developer-facing customer dialogues
- Experience from messaging, marketing technology, telecom, or another communication-heavy industry

Sound like you? Then we would love to hear from you.

WHY JOIN LINK

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

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

[Employee Value Proposition](#)

LOCATION

Oslo, Norway
Stockholm, Sweden
Copenhagen, Denmark
Kolding, Denmark

HOW TO APPLY

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

QUESTIONS ABOUT THE ROLE

Contact: **Andreas Sander**

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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.