

Customer Success Manager EMEA

Coimbra, Portugal

Anova – the new name for DataOnline, Wikon, WESROC, iTank and ISA – is the global leader in remote monitoring of industrial assets, providing Industrial Internet of Things solutions that enable improvements in efficiency, safety, service, and profitability. We are seeking a Customer Success Manager with at least three years of experience to support the EMEA customers out of the Coimbra ISA's office in Portugal.

ISA – Intelligent Sensing Anywhere, now part of Anova, is the go-to IoT company for the Oil & Gas industry specializing in telemetry and remote monitoring solutions. ISA has been in the market for nearly 30 years with operations in 44 countries and over 30 global partners.

1. Main Duties

Working with an Internet of Things company for the Industrial Gases, Rail, Energy, Oil & Gas markets, the successful candidate will:

- Lead the aftersales product-and-software-as-a-service life-cycle.
- Lead the customer service support team for Europe, Middle East, Africa, LATAM & Australia.
- Contribute with after-sales requirements for product development.
- Manage expectations and align main stakeholders for excellence in Customer Service delivery.
- Lead the EMEA department, reporting to the VP of Customer Success.
- Be responsible for risk management across all after-sales functions.
- Be responsible for the project management office.

2. Essential Skills & Experience

- Ability to excel in the handover of new customer relationships from sales capture towards excellence in service account management.
- Strong B2B focus and the ability to prioritize tasks accordingly.
- Data driven, proactive, creative and innovative.
- Able to lead and inspire teams.
- Excellent communication skills with a "can do" attitude.
- Fluency in English, written and spoken (mandatory).

3. Desirable Skills/Experience

- Familiar with P&L management.
- Familiar with project management & issue tracking methodologies e.g., Sales Force Case Management and/or Freshdesk.
- Experience on at least one of these industries: Energy, Industrial Gases, Oil & Gas, Telecom, IT.
- Familiar with M2M / Internet of Things technologies, namely connectivity and provisioning.
- Experience with vertical clouds for industry, namely energy, oil & gas.
- Familiar with Industrial Internet of Things and SaaS data delivery business models.

Send your application to peoplecareers@isasensing.com