

**Customer Success Representative
Coimbra**

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 to grow our team that services the LPG, Oil and Lubricants markets.

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. This is an excellent opportunity to join an high-performing team for a fast-growing private equity-held tech industry leader. This is a full-time position.

Requirements

- **Foreign language skills: English (mandatory) French and Spanish (preferred)**
- **Excellent communication skills**
- **Organization, proactivity and dynamism**
- **Ability to work on several tasks simultaneously**
- **Computer/IT literacy from an end user perspective**
- **Availability to work in holidays and in schedules up to 10 pm GMT**
- **University degree**
- **Previous experience on customer service productivity tools (e.g, Sales Force Case Management, Fresdesk, etc)**

Main duties

- **Guarantee customer satisfaction**
- **Answer customer inquiries over multiple channels, e.g. phone, email, chat**
- **Onboarding of new customers including training on the software apps and remote support to field installations**
- **Plan and manage subcontractors for field operations on managed services**
- **Support customer invoice function with variable monthly consumptions**
- **Contribute to risk management**
- **Contribute to customer success area process improvement**
- **After-sales customer management and support to sales customer accounting management**

Please send your resume for peoplecareers@isasensing.com with the reference Customer Success Rep.



HEADQUARTERS
210 South Street
New Providence, NJ 07974
USA

MIDWEST
1960 Ridgeview Road
Blair, Nebraska 68008
USA

EUROPE
Luxemburger Strasse 1-3
67657 Kaiserslautern
Deutschland

ASIA PACIFIC
B-5-8 Plaza Mont Klara
50480 Kuala Lumpur
Malaysia