

We are hiring a  
Customer  
Success Manager

# Customer Success Manager



We are looking for a talented Customer Success Manager with a passion for sustainability to join our Customer Success team.

 Employment type: 32-40h / week

 Location: Utrecht, NL

 Experience: Mid level

 Contact: [langeweg@satelligence.com](mailto:langeweg@satelligence.com)

 Salary: 55-60K / 40h

 Closing date: 8 October 2024

# Meet **Satelligence**

25+

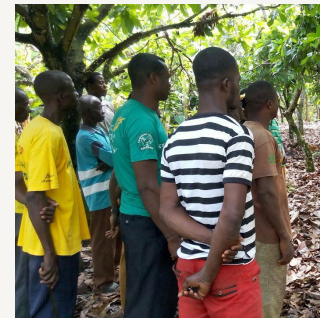
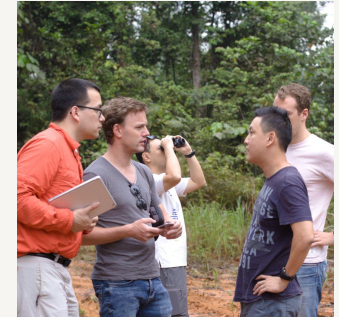
years of  
experience

60+

clients  
& partners

Satelligence is the market leader in remote sensing technology for sustainable sourcing with the mission to halt deforestation. We provide traders, manufacturers and agribusinesses such as Mondelez, Bunge, Cargill, Unilever, Rabobank with critical sustainability insights empowering them to minimize their global environmental footprint and track their progress against climate objectives, ensuring a sustainable supply chain.

We were founded in 2016 and currently employ +40 people, working in Utrecht and several locations in Asia, Africa, and South America.





# About the job

As Customer Success Manager, you'll have the opportunity to bring your customer success skills to the Satelligence team while making a positive difference in the world. You'll be part of our mission to help our clients become verified deforestation free. You'll be driving customer satisfaction, growing our footprint with key clients, developing lasting customer relationships, and working closely with our tech wizards to innovate our product portfolio team. This role will report to the Customer Success Lead.



# What will you do?



- Managing 4-6 enterprise level accounts
- Customer onboarding, including organizing and leading customer kick-off calls
- Customer engagement, including organizing discovery calls, coordinating external and internal progress calls, managing expectations, timelines, and customer deliverables.
- Building and nurturing long term customer relationships towards retention and growth.
- Developing and executing account plans based on the customer's needs and goals, securing adoption and advocacy of our products.
- Coordinating with the technical delivery leads to ensure feasible planning and execution
- Working closely with the product team to inform the product roadmap.
- Negotiating contract renewals and growing existing customer accounts.

# About you



- ✓ You have a proven track record in customer success, preferably for an agri- or environmental tech related businesses
- ✓ You have experience working with key accounts, ideally with the world's largest agricultural traders and FMCG companies.
- ✓ You have an understanding of forest risk commodities and are passionate about making a positive environmental impact.
- ✓ You have excellent communication and interpersonal skills, with the ability to build and nurture long-lasting relationships with customers.
- ✓ You are a proactive problem solver that listens to- and understands the customers needs and concerns, and identifies solutions that align with their goals and desired outcomes.
- ✓ You are commercially savvy and can drive cross-selling and up-selling opportunities that benefit the customer and increase their lifetime value.
- ✓ You are excited about customer onboarding and driving product adoption, and tailoring implementation strategies where needed.
- ✓ You are a great project manager, and have the ability to plan, implement and coordinate multiple projects at the same time, from beginning to end. You are a team player with the ability to bridge the gap between our tech wizards and customers.



# What we offer you

- 📍 Office centrally located in Utrecht city centre, close to central station
- ☂️ 27 holidays (based on full-time employment)
- 👐 Pension scheme
- 🍱 Daily lunch at the office
- 🏠 Hybrid working options

Ready for the challenge? Then we would love to hear from you! Email Githa at [langeweg@satelligence.com](mailto:langeweg@satelligence.com). Enclose your portfolio, and share why you'd be the perfect fit for this position.

If you don't tick all the boxes, don't worry. Apply anyway, and we will review your application!



A satellite view of Earth from space, showing a large body of water with white clouds. In the top right corner, a portion of a satellite is visible, showing its metallic structure and various instruments.

# Contact us for any questions

[langeweg@satelligence.com](mailto:langeweg@satelligence.com)

