Customer Success Manager

At Otomatico we're looking for a **Customer Success Manager** for the Spanish Market.

At Otomatico, we prioritize potential and growth, valuing diversity and collaboration as essential ingredients for success. That's why we're open to candidates at all levels of experience—Junior, Mid, and Senior.

If you're eager to showcase your skills and take ownership of your success, don't hesitate to apply, even if you don't meet every requirement in the job description.

Ready to take on a new challenge? 🚀 Apply now!

Key responsibilities 🤓

- Proactively communicate with the client, serving as their point of contact
- Understand the client's qualified lead generation expectations
- Organize resources and coordinate vendors to launch campaigns on time
- Continuously analyze campaign results, optimize, and create reports.
- Manage and update the Customer Success Checklist, ensuring accurate tracking of all activities
- Collaborate daily with Marketing Operations to ensure results
- Co-develop and maintain the Retention strategy for the Spanish Market
- Establish Otomatico, as the leading solution!

We value your personality and passion! 💪

For us, personality and passion come before education: we're looking for attitude.

You will have the responsibility for your work, meaning that working autonomously isn't something you mind.

Additionally, we are looking for someone who :

- 🌎 Is fluent in both Spanish and English
- 👩‍💻 Previous experience in B2B customer success is valuable (with SaaS platforms is a huge plus)
- 💰 Familiar and comfortable with C-Level communication
- 👂 Active listening, presentation skillset, detail oriented
- 💪 Has the will to push hard and keep high activity. Self-motivated & ambitious
- ☀️ Has a positive and caring attitude to grow within an exciting team!
- 🚀 Excited to actively contribute to constant improvements and evolution! (we have a culture of change!)

As a Customer Success Manager you will be offered:

- ✨ The challenge to Retain Customers by co-working closely with Sales Directors
- 💰 A fixed salary and a very generous commission model with no caps that reward people who are motivated and perform well

- 🚀Development opportunities in a fast-growing environment, continuous training, and support

Is this you?! Come rock the world with us!

🚀 Otomatico is a B2B lead generation solution that creates opportunities for its clients through email marketing

- ⚡ **Hiring Process**
  Introductory call (15 min)
- Video call test (30 min)
- Interview at our office (30 min)