

L2L Customer Success Manager

L2L is looking for an enthusiastic and motivated Customer Success Manager to join our Support & Implementation team. The digital manufacturing space is growing and we have the cutting edge SAAS solution that enables global manufacturers across many industries to achieve world-class performance.

The Customer Success Manager position is responsible for working directly with manufacturing customers worldwide to enable them to achieve exceptional results through our platform. The position additionally requires the individual to actively problem solve while working cross-functionally with Sales, Product, Marketing, and Customer Support.

Applicants must be U.S. citizens.

Ideal Candidates are Excited By:

- Identifying root cause of challenging problems and implementing solutions
- Educating people on new processes and skills
- Mentoring leaders and teams to achieve goals
- Sharing best practices and establishing standards
- Collaborating across departments to transform operations
- Leveraging technology to support the workforce
- Exploring and applying new industry trends

Skills/Experience for the Ideal Candidate:

- Minimum 3-5 years Manufacturing experience in Project Management
 - Change Management and Implementation experience
 - L2L experience is helpful
- Manufacturing software or similar implementation experience
 - L2L or similar solution experience preferred
- ZenDesk experience helpful
- Proficient in Excel, Word, Powerpoint
- Able to develop strong customer relationships as a trusted advisor
- Communicates effectively in written, virtual, and in-person media
 - Can simplify and describe complex concepts
 - Adaptable per project and environment requirements
- Passionate about continuous learning and expanding own knowledge/skills
- Self-starter able to work effectively in a remote environment

About L2L

L2L is a leading SaaS platform for global manufacturers. We help these manufacturers digitize their processes to improve efficiency, reliability, and profitability. Our platform

improves operating productivity for over 175,000 users across the globe, helping them reduce machine downtime, improve response time to production issues, and reduce the cost of overall plant management. L2L is backed by M33 Growth, a growth-focused private equity firm in Boston Massachusetts that provides both capital and resources to develop already-great businesses into market leaders.