

L2L Customer Success Manager

L2L is looking for an enthusiastic and motivated Customer Success Manager to join our Support & Implementation team to Install and Support our Modern EAM solution to customers across many different industries within manufacturing. The ideal candidate will be responsible for working directly with the customers to enable them to achieve amazing results through our platform and solutions.

The digital manufacturing space is growing, and we have the cutting edge SAAS solution that ‘Enables global manufactures to achieve world-class performance’.

The Customer Success Manager position is a versatile role that requires the individual to be a problem solver while working cross functionally with the entire team from sales, product management, marketing, and customer support. In addition, the individual will work with customers located globally and be expected to work within their culture norms.

The ideal candidate gets excited by:

- Finding solutions to difficult problems and working them to root cause
- Teaching and Training people to learn new skills and use cases
- Sharing best practices and implementing standards
- Visiting Manufacturing facilities and understand trends
- Using technology to enhance the way humans do work
- Helping others to create and achieve their goals
- Being a mentor within L2L by participating in the training of new employees
- Working cross functionally with other teams to move the business forward
- Learning and applying industry trends and best practices
- Influencing and Mentoring leaders at all levels

The desired skills/experience for the ideal candidate:

- Minimum 3-5 years manufacturing experience in leadership role
- Proficient in Excel, Word, Powerpoint
- An innate ability to easily develop relationships with new people and become their trusted advisor
- A dynamic presenter with exceptional communication skills including the ability to communicate complex concepts in simple ways
- Experience with Lean Manufacturing is a plus (continuous Improvement culture minded)
- Passionate about continuously learning and growing your skills
- Ability to tailor communication to meet customers learning needs
- Experience leading teams and managing projects
- Self-Starter capable of working effectively in a remote environment