

## Customer Success Manager

- for global software scaleup company

*At GateHouse Maritime, we are looking for candidates to an exciting position for a forward-bound business with ambitious growth plans.*

GateHouse Maritime is operating in a niche market with a unique product. We have a second to-none value-offering with an immense potential for high growth. By providing impactful, real-time, and critical data for our clients, we help them to make better data-driven decisions.

### **Your responsibilities**

Your main responsibility is to secure our customers have the best customer experience. You will have the ownership of the customer relationship in order to help our customers benefits the most from our services.

You will introduce new features and new services – and gather customer feedback for future roadmap. During frequent customer meetings you will make sure to develop the commercial success of all services by identifying business opportunities for upsell and increase customer satisfaction.

As we are a scaleup company you will have great impact on our direction and success – and if you are looking for challenges that can help shape not only your own career, but an entire industry vertical as well, we can't wait to see what we can do together.

### **Your background:**

You have 5+ years experience in global B2B roles with a proven track record. It is an advantage to have some enterprise software sales experience.

The ideal candidate has knowledge of the supply-chain and logistics space and has worked with a SaaS/DaaS platform product before.

Furthermore, you have experience in presenting complex technology in a user-friendly way. We are expecting a structured way-of-working and some experience in using CRM system.

We are looking for candidates who are proactive and outgoing and know how to relate and communicate with customers at C-level. You will bring energy and passion into your daily work, along with a deep desire to succeed.

As we are a company with global customers - you must be fluent in English (writing/verbally)

You will be based in our Nørresundby headquarters.

**Application**

Should you have questions about the position, please do not hesitate to call CSO Marianne Berg Eisenhardt at +45 4082 1227.

We look forward to receiving your application and CV [here](#)

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**About GateHouse:**

*GateHouse Maritime is a leader in Ocean Visibility solutions.*

*We help global maritime service providers, cargo owners and logistic companies with transparent and accurate location data and predictions, cargo transport status, and offshore asset protection and surveillance.*

*Our powerful maritime data foundation consists of 354 billion datapoints and +30 analysis and predictive models used for data-driven decisions by maritime operators worldwide.*

*GateHouse Maritime is a subsidiary of GateHouse Holding, founded in 1992 and headquartered in Denmark, and which also holds the subsidiaries GateHouse SatCom and GateHouse Igniter.*

Read more: [www.gatehouse.com](http://www.gatehouse.com)