



Customer Success Manager

COS SYSTEMS is a leading provider of software to plan, deploy and operate modern broadband networks that support services from one or more providers, using a powerful yet simple self-service interface. Specializing in True Open Access Networks, COS Systems takes customer needs and delivers innovative software solutions that streamline operations, accelerate revenue, and deliver more satisfied subscribers.

About the role

We have a strong belief that sales can be marketing and marketing be sales. Sounds corny? Let us break it down. If we don't just see our clients as someone we send a bill, but part of our family, we will do everything we can to see them have success in using our software platforms. If they are successful, they will be happy and show terrific results. Now we will have them as our references, and we can tell their story to the world. That in turn, will make more customers come to us. Simple, right?

As a **Customer Success Manager** at COS you play the key role for this to work. As a new customer signs up, that is just a tiny first step. Now the real job begins, and this is where you come in. You will make sure they know how to use our systems in an optimal way, you will build great relationships and you will care about their business as if it was your own. Whenever you can, you will deliver that little extra, to make sure they are happy to share their story about working with us.

This is the person we would like you to be:

- A great relationship builder
- A listener and not a talker
- Someone who pays attention to details
- Someone who can think ahead and see a problem before it happens
- A team player
- Someone who walks that extra mile to always deliver on promises, instead of overpromising
- Highly self-motivated with a drive to be a key contributor in growing our US operations

This is what it would be great if you knew:

- The ins and outs of fiber network build-outs and operations
- How to quickly learn software systems
- How to communicate with marketing and sales people as well as engineers

This is what we offer you:

- An environment where everyone is given freedom to reach good results in their way
- A manager that is there to support you and not challenge or judge you
- Flexibility to work from where you want to work from (but obviously you must travel to meet your customers too)
- An understanding that you will not perform at work unless your family is happy
- A competitive salary and benefits package

Is this you? Contact us to learn more about the position.

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