

# Customer Success Account Manager

## Who are we

Husky Intelligent Fridges is at the forefront of the unmanned retail revolution, providing innovative IoT solutions to businesses aiming for a future with unmanned operations. Our products range from Smart to Intelligent Cabinets (Fresh, Frozen, Ambient) and our newest innovations such as our Intelligent Dispenser and Return bin. We cater to several segments with our customized products, services and more.

With dozens of active customers across Europe and in different segments (Retail, Food as a Service and Hospitality) we've already made a significant impact with our established products. But we're aiming higher: a global transformation of the refrigeration and retail landscape by offering a One Stop Shop with solutions for the transition towards an unmanned future.

***And that's where you come in!***

## What does the job entail

As our Customer Success Account Manager you will play a pivotal role in making the success of unmanned retail a reality. We are therefore seeking a highly motivated sales professional to join our high-performing and ambitious commercial team.

You will primarily be responsible for reaching out to our existing customers, building and maintaining relationships with our customers, and driving sales growth (farming). Your main focus will be growing our customers by analyzing their performance, removing blockers, supporting their operations and proactively identifying growth opportunities; unlocking untapped potential by working closely together with our existing customers and partners.

The ideal candidate is a persuasive communicator, a farmer adept at identifying customer needs, dissecting the problems/blockers and thinking in solutions. This extends to, for instance, devising creative approaches to sell consultancy projects, such as custom software development features and operational or commercial training sessions, and proactively sharing data insights. The role requires listening skills, entrepreneurship, analysis, and a drive to grow existing customers to maximize our shared potential.

### **Responsibilities:**

- Build and nurture relationships with our existing customers to ensure customer satisfaction, retention and growth.
- Conduct regular check-ins, provide updates, and proactively address concerns, always being in the lead.

- Leverage both existing and new relationships to continuously build and maintain a pipeline of opportunities, ultimately driving conversion to achieve ambitious targets.
- Stay up-to-date on our products, services, and industry trends, and regularly educate existing (and prospective) customers on new offerings and benefits, by i.e. (co-) creating newsletters, marketing campaigns, video's, social media posts etc.
- Collaborate with all stakeholders to ensure a seamless customer experience, from lead generation to after-sale support.
- Be a Husky advocate in promoting our brand and mission to ensure we support the mission and reach our goals.
- Have an active role and input in team strategy and company meetings.

### What are we looking for in someone:

- Strong communicator, great listener and relationship-builder, with an analytical mindset.
- A dynamic and innovative problem solver, unafraid to take bold and unconventional approaches.
- Experienced in customer success, account management, inbound sales, or similar roles, preferably in a related industry.
- Proficiency in English and/or Dutch; knowledge of German and/or French is an advantage.
- Strong negotiation and closing skills, coupled with a persuasive and confident sales approach.
- A results-driven mindset, with a passion for achieving and surpassing commercial targets.
- Thrives in a fast-paced, target-oriented environment focused on redefining an entire industry.
- A continuous learning and curious mindset, staying updated with industry trends and product knowledge.

Flexible to use the learnings of current customers and apply them to business development

### Interested ?

Join Husky Intelligent Fridges to drive global change and shape the future of unmanned retail!  
Apply now to be part of our visionary journey at [jobs@intelligentfridges.com](mailto:jobs@intelligentfridges.com). Submit your resume, highlighting relevant experience and motivation.

*Let's redefine retail together!*