



CUSTOMER SUCCESS MANAGER. VILNIUS, LITHUANIA

WE are looking for a passionate result-driven Customer Success Manager to contribute to our customer experience and sales result.

YOU will be working with the 3rd largest premium aircraft parts marketplace.

You may face challenges that will crave strategic thinking, trigger your creativity and foster patience but if you are driven by Rome wasn't built in a day approach we are looking for you!

What will your responsibilities be?

- Taking care of after sales process,
- Working on marketplace subscription renewal process,
- Perform new customers onboarding process,
- Proactively keep clients engaged and regularly using products,
- Build customer loyalty and advocate for them,
- Assistance to the direct manager with overseeing various projects and monitoring data indicators,
- Conducting online presentations / trainings to existing clients,
- Resolve customer issues,
- Providing technical assistance to our clients,
- KYC compliance,
- Being first point of contact in live chat.

Must have:

- 2+ years of experience with customer care and support,
- Ability and confidence to communicate with English speaking customers (knowing other -languages is a huge advantage),
- Customer relationship management,
- Critical thinking and problem solving skills,
- Highly organized and able to multi-task,
- Experience in the aviation industry would be a huge advantage for this position.

What we offer:

- Opportunity to work with innovative IT solutions in the aviation industry,
- Health Insurance package in compliance with our company policy,
- Free office gym,
- Children's room where you can leave your kids to play with supervision,

- Free parking,
- Brand new and pet-friendly office with the real aircraft inside!
- Various discounts and offers from our partners.

The base salary for this position is 2315 EUR/gross + a monthly bonus each month from the achieved result.

Locatory.com is a family member of Avia Solutions Group, leaders in end-to-end capacity solutions for passenger and cargo airlines worldwide. The Group manages over 100 offices and production facilities globally and is significantly backed by the assets of over 7,000 highly skilled aviation professionals, serving more than 2,000 clients throughout Europe, Asia, North America, Australia, and worldwide. Avia Solutions Group holds more than 500 licenses for its evolutionary range of activities across multiple business sectors. Its vast portfolio of services to clients includes ACMI, charter and cargo aviation, aircraft leasing and trading, MRO services, business aviation and VIP airline procurement, charter and cargo aviation, pilot and crew training, recruitment services, together with multiple complementary services spanning a wide range of associated operations.