

SALES & CUSTOMER SUCCESS MANAGER

THE COMPANY

August Robotics is a growing international start-up which builds **robots to automate dirty, dangerous and dull jobs** for businesses. The company is headquartered in Hong Kong and has offices in Germany, USA and mainland China. The company enjoys the support of some of Asia-Pacific's most prolific VC investors: <http://tinyurl.com/robotaust>.

August Robotics believes in the potential for **humans and robots to collaborate and co-operate**, and aspires to be at the forefront of the coming "robotics revolution". Our first robot, Lionel, was released in 2019 and is already beloved by our customers in the exhibition industry – see <http://exhibitions.augustrobotics.com>. Lionel is now expanding into the construction sector: <http://construction.augustrobotics.com>.

YOUR SKILLS

This role is well-suited for an **entrepreneurial and customer-focussed** professional keen to meet the challenge of delivering on an ambitious growth strategy, take responsibility for commercial outcomes and the experience of working in a well-resourced and fast-growing start-up.

You must show:

- Excellent communication skills and ability to **convince and inspire** potential customers about the benefits of the product you are selling
- **Persistence, determination** and an ability to network to target clients through LinkedIn, cold reach-outs, etc...
- Ability to put together professional and strategic customer proposal documents to assist you in your sales efforts
- Ability to charm, and to build and **maintain relationships** with customers, stakeholders and potential partners
- Strong **customer focus** and determination to give customers the best possible experience with our products
- Willingness to engage with operations and to do whatever tasks are necessary to achieve **customer happiness**
- Ability to communicate with clients in a timely and effective way to ensure jobs run smoothly operationally
- Strategic smarts, attention to detail and analytical rigour
- Ability to **negotiate** effectively on behalf of the company on pricing, sales and operations matters
- Eligibility to work in Germany
- **Native German speaker** with strong English language skills

The following are helpful but not required for this role:

- Ability to communicate in French, Italian or Spanish
- Experience working in B2B Sales in a start-up environment
- Based in North-Rhine Westphalia

THE ROLE

As a Sales and Customer Success Manager, you will be based in August Robotics' new office in Düsseldorf (Germany). Your main responsibilities will include:

1. Business development and sales – Lionel

- For the European market, you will be responsible for lead generation, customer outreach, marketing and negotiating contracts for Lionel, August Robotics' revolutionary floor marking robot in the exhibition and construction industry
- Together with your colleagues, you will determine the strategy to expand Lionel's commercial reach across EU
- Maximising revenue and profitability for the EU Lionel business will be your most important task in the year 2023

2. Customer happiness and success

- You will be responsible for developing a positive working relationship with our clients and ensuring that our customers are successful. This requires you to be involved with internal preparation for client deployments, to proactively communicate with clients and attend to any client concerns and work with the engineering team to resolve them
- You will be the "bridge" between the client and our engineering team
- You will be responsible for EU customer renewals and increasing revenue per customer with up-sells & cross-sells

3. Global commercial strategy

- You will support the strategic development of August Robotics' pipeline of new robots through ideation, primary / secondary research and customer interviews
- As we launch new robots and services, you will be involved in developing the launch strategy and the ongoing business development for those products and services in the EU

You should be comfortable with ambiguity and excited by the idea of working in an **entrepreneurial culture**. You should be open to new experiences, and willing to jump in and lend a hand on a range of different issues and tasks when the need arises.

HOW TO APPLY

An attractive remuneration package consisting of salary, sales commissions and company car will be available to qualified candidates. To apply, please send your CV and cover letter to employment@augustrobotics.com.