

JOB DESCRIPTION.

FOTENIX



Role	Customer Success Manager	Salary	Competitive
Location	Manchester (Hybrid/flexible)	Leave	33 days

Fotenix exists to bring clarity to farming through AI-driven monitoring, so growers can make better decisions with confidence. We're the category leader in horticultural scouting; the product, the service, and the operational engine behind it. Because we're a small, ambitious team, **Customer Success isn't a support function here**. It's one of the most critical roles in the business: you'll shape the customer journey end-to-end, turn outcomes into renewals and expansion, and make sure the voice of the grower directly influences what we build next. If you want ownership, impact, and the chance to help define how customer success is done in a high-growth company, this is that role.

RESPONSIBILITIES

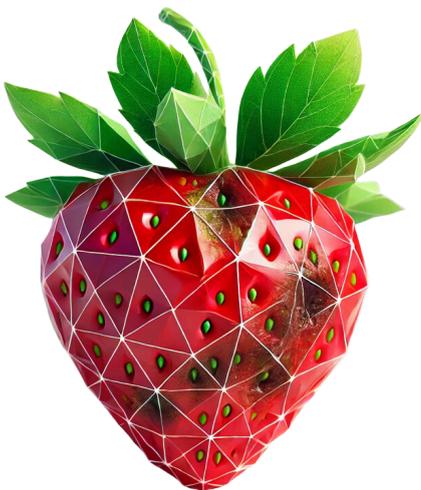
Area	Tasks
Create incredible customer journeys	Own onboarding end-to-end: success plans, milestones, training, and adoption. Make sure every customer reaches "time-to-value" quickly and predictably.
Make value undeniable	Turn usage + outcomes into crisp customer stories: adoption, insights delivered, operational wins, and ROI narratives that stakeholders actually care about.
Drive renewals and expansion	Reduce churn risk through proactive success. Qualify growth opportunities (new sites, expanded scope) and partner with commercial to close them.
Be the voice of the customer	Capture feedback, objections, and feature requests; translate them into clear, prioritised inputs for product and service teams.
Create clarity internally	Keep actions, owners, and timelines tight across teams so nothing gets dropped. Bring structure, follow-through, and momentum to customer delivery.
Build the system, not just the moments	Maintain CRM hygiene, success playbooks, onboarding checklists, escalation paths, and lightweight metrics so Customer Success scales cleanly.

CORE COMPETENCIES

- You're **exceptionally organised** and proactive: you see what needs doing and you do it
- You **own outcomes**, not just processes, and hold yourself accountable to high standards
- You perform well under pressure, keep calm, and can steer ambiguity into clear next steps
- You communicate with confidence: you can explain technical concepts as business outcomes, and you're comfortable navigating tough conversations without friction
- You enjoy getting into the detail, but you're equally excited to tell a great customer story
- You're comfortable with tools like Asana, HubSpot, and Google Workspace

BONUS COMPETENCIES

- Experience in **Customer Success / Account Management** in B2B SaaS
- Experience in a startup or scaling environment
- **Interest or passion** for sustainable, regenerative, or future-of-food/agri topics (industry experience welcome, but not required)
- Confidence working with technical teams and turning customer needs into clear product requirements
- Experience running QBRs, NPS/CSAT, playbooks, or success metrics



OUR VALUES

As an equal opportunity employer, we encourage individuals across any sexual orientation, race, religion, ethnicity, age, gender, neurodiversity, and/or disability to apply. Our ethos is to propagate creative talent, each individual provides a key facet to our culture. We are aware of the pressures of today's lifestyle and operate flexible work times and locations to facilitate. Staff training programmes help you develop your future with high-performing but laid-back individuals. A constant supply of local coffee and tea and a collaborative music playlist set the scene for those Monday Mornings.