

Customer Success Manager, DACH

Established 250-person EU SaaS Firm, VC backed, high-growth firm

Salary: Competitive Base + bonus

Region: South West Germany, (Frankfurt, Stuttgart, Darmstadt, Karlsruhe, Heidelberg)

We are looking for an incredibly hands-on, Customer Success Manager to join this stable and ambitious Enterprise B2B SaaS firm.

The company has an exceptionally strong track record in the **Manufacturing** vertical.

Tasks:

- The role will be office and field based (out with customers)
- Reports into the SVP Customer Success located outside of the DACH region
- Work with Sales to maximise upsell / revenue opportunities in the given territory that will include DACH
- Travel as and when required across the DACH territory
- Liaise with select number of key Manufacturing accounts across DACH region
- Responsibility for customer adoption and lifecycle
- Customer and Prospect Meetings
- Demo new product features and promote them to clients
- Upsell existing customers as and when required
- Work closely with and shadow sales team to help find new opportunities in existing accounts as well as upsell and renewals
- Report progress to SVP Customer Success
- Demonstrate the success of product in early stages of adoption
- Ensure that agreed targets are met and ideally exceeded

Skills required:

- 8 years+ experience of working for B2B Enterprise Software / SaaS companies
- Track record of success in a Customer Success function
- Knowledge of the Manufacturing vertical highly beneficial
- Must have a passion for happy and successful customers!
- Could come from an Account Management, Customer Success, Pre-sales, Project Management or similar background (not looking for a hunter sales profile!)



INTRINSIC
EXECUTIVE SEARCH

- Ability to evangelize a software proposition to key Business and IT decision makers
- Good communicative skills both verbally and in written form and the ability to effectively communicate ideas and properly describe problems and solutions
- Self-starter and team player who is customer focused
- Fluency in at least English and German
- Right to work in the EU essential