



## Apicbase – Head of Customer Success

### Who are we?

**APICBASE** is a dynamic scale-up in full expansion. Our software is revolutionizing food & beverage management worldwide, with an impressive portfolio of top clients and restaurants. Thanks to our customer-centric approach and our drive for excellence, we have become an essential part of the tech stack in the hospitality sector. To continue our growth and further build on our success story, we are looking for a driven Customer Success Director !

As our Head of Customer Success , you will operate both strategically and operationally to elevate the professionalism of our Customer Success team. You will streamline processes, procedures, and reporting within the team, ensuring consistency across the board. You will oversee the three core pillars of our international team: support, onboarding & training, and project management. Additionally, you will play a pivotal role in building strong client relationships, reducing churn, and identifying as well as driving up-sell opportunities.

To excel in this role, you will immerse yourself in the current Customer Success operations at Apicbase and work closely with our major clients to gain hands-on experience.

As a member of the Apicbase management team, your impact will go beyond your immediate function. You will contribute to our long-term strategic objectives and actively participate in company-wide decision-making.

### What will the role look like? What are the expectations?

In addition to setting your team's KPIs and OKRs annually, you will also guide them to ensure these objectives are achieved. You will be responsible for developing a strategic plan that enhances the customer experience. As part of the management team, you will help shape a vision centered around the Ideal Customer Profile within our organization.

You will define and optimize the customer lifecycle and customer journey. Together with your team, you will drive up-sell and cross-sell opportunities. One of your key responsibilities is to minimize churn by closely monitoring customer activities and staying proactive through constant communication with them.

You will build strong relationships with clients and have an insatiable drive to truly understand their needs.

- As a natural people manager, you understand that success revolves around people – both your team and your clients.
- By actively listening to the existing team, you can identify areas where efficiency improvements are needed, aligned with the Apicbase vision.
- Empathetic and skilled in change management, you are capable of implementing changes effectively in the short, medium, and long term.
- Developing a vision, thinking strategically, and translating these ideas into a concrete plan are your key strengths.
- With a strong analytical mindset, you draw clear conclusions and provide actionable recommendations.

- You have a natural interest in innovative products, and technology plays a central role in your approach.
- A minimum of 5 years of experience in a similar role has ingrained team collaboration and customer focus into your professional style.
- Building connections and communicating effectively come naturally to you, with a focus on clarity and impact.
- Your creative and out-of-the-box thinking allows you to find solutions to complex problems with ease.

## What can you expect?

- Impactful role in a fast-growing scale-up: As our Customer Success Director, you will have the opportunity to make a crucial contribution to the success of our international company. You will be responsible for taking our Customer Success team to the next level.
- Strategic influence at the company level: As part of the management team, you will have direct influence on the company's strategic direction. You will help develop a vision that places customer focus at the center.
- Leadership of international teams: You will have the opportunity to lead a global team responsible for support, onboarding & training, and project management. You will work in a dynamic and international environment.
- Building client relationships and minimizing churn: You will play a key role in building strong client relationships and reducing churn, with the chance to work directly with some of our largest clients.
- Innovation and technology: You will work in an organization driven by technology and innovation. This will allow you to put your passion for new technologies and innovative solutions into practice.
- Opportunities for personal growth and development: There is room for strategic thinking, and you will have the freedom to implement changes and improvements in processes, procedures, and customer interactions.
- Opportunities to develop creative solutions: You will face challenging problems that require creative and out-of-the-box approaches, giving you the space to apply your problem-solving skills.
- A culture of collaboration and open communication: You will join a team where collaboration and open communication are at the core, enabling you to easily connect and build relationships.
- Enjoy the flexibility of a full-time position with ample freedom of movement.
- Receive a competitive salary package that rewards your hard work.