



## Apibase – 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 seeking 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 Apibase and work closely with our major clients to gain hands-on experience. As a member of the Apibase 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?

We're looking for a seasoned and strategic Head of Customer Success to elevate our already talented team to the next level. Our current team is strong and committed, but now needs clear direction, structure, and inspiration to grow into a high-performing unit. You'll bring leadership, strategic vision, and operational expertise to drive impactful results across the customer journey.

#### You will:

- Define and execute a clear strategy to improve the customer experience across all touchpoints, fully aligned with our Ideal Customer Profile and business goals.
- Set and monitor team KPIs and OKRs, and actively coach team members to reach them.
- Identify gaps in current customer success operations and implement scalable, efficient workflows that improve customer outcomes and internal collaboration.
- Take ownership of churn prevention, customer health monitoring, and lifecycle management, with a hands-on approach to continuous improvement.
- Lead initiatives to maximize upsell, cross-sell, and customer expansion opportunities in collaboration with Sales and Product.
- Build deep, trusted relationships with clients, understanding their evolving needs and translating those into tangible solutions.
- Being the leader, you will be working from our office in Antwerp.

#### You are:

- Equipped with at least 5 years of experience in a Customer Success leadership role in a SAAS company.
- A natural people leader who listens, motivates, and leads by example. You understand that success starts with people.
- Empathetic and experienced in change management, capable of implementing both short-term improvements and long-term transformations.
- Highly strategic, but also operationally hands-on. You can translate vision into action and get things done.
- Analytical and data-driven, with a keen eye for identifying patterns and driving decisions based on insights.
- Passionate about technology, innovation, and continuously improving the customer experience.
- An excellent communicator with a strong sense of ownership, clarity, and impact.
- Fluent in English with outstanding written and verbal communication skills.

## 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: 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.