



Apicbase – Strategic Account Manager - Customer success

Your Role

Apicbase is a fast-growing SaaS scale-up on a mission to transform how the hospitality and food & beverage industry manages its operations. Our platform is trusted by the world's most ambitious restaurant groups, hotel chains, and foodservice operators and we're just getting started.

We're looking for a **Strategic Account Manager** who thrives in a high-growth environment, thinks commercially, works data-driven, and knows how to build lasting strategic partnerships with enterprise clients.

Your Role

You own a portfolio of key accounts and you take that ownership seriously. You're the strategic partner your clients didn't know they needed, and you make sure they always do.

- **Embrace an agentic way of working:** you leverage AI tools and automation to work smarter, move faster, and deliver more value to your clients and your team.
- **Act as a trusted advisor** not just a point of contact. You think ahead, flag challenges before they become issues, and bring solutions to the table.
- **Retain and grow your client portfolio** through proactive business reviews, health checks, and a sharp eye for risk and opportunity alike.
- **Upsell and expand accounts** by understanding your clients' strategic goals and connecting them to the full value of the Apicbase platform.
- **Engage senior stakeholders** across operations, finance, and C-level — you're comfortable holding strategic conversations at every level of an organization.
- **Onboard and implement new enterprise clients** with confidence, navigating complex setups and multi-stakeholder environments from day one.
- **Drive adoption through data:** you use platform insights, usage metrics, and KPIs to guide conversations and demonstrate ROI.

Your Profile

- **Proven experience** in account management, customer success, or a commercial role, ideally in SaaS, hospitality tech, or a B2B scale-up environment.
- **Commercial mindset:** you understand the full revenue cycle and know how to grow an account strategically, not just maintain it.
- **Data-driven by nature:** you're fluent in dashboards, KPIs, and business insights, and you use data to back every recommendation.
- **Strong with complexity:** large implementations & multiple stakeholders - you don't shy away, you step up.

- **Stakeholder management at its best:** you build trust quickly, communicate with clarity, and know how to align different interests.
- **Scale-up mentality:** you're energized by change, comfortable with ambiguity, and thrive without a corporate playbook.
- **Curious about technology:** AI, automation, agentic workflows: you're not just aware of these trends, you actively apply them.
- **Native Dutch speaker** with strong English skills. French is a definite plus.
- **A team player at heart:** you enjoy being around driven, like-minded colleagues and thrive in an office environment (Antwerp) where energy, ideas, and ambition are contagious.

What We Offer

- **A full-time role** with real ownership: you shape how you work and how you grow.
- A **strategic, senior position** at the heart of our customer success team, with direct impact on Apicbase's growth trajectory.
- **Professional development** through coaching, tools, and a culture that invests in its people.
- A tight-knit, **driven team** that takes the work seriously without taking itself too seriously.
- A bright, modern office in **the heart of Antwerp**, the kind of place you actually want to show up to every day, surrounded by a team that makes it worth it.
- A front-row seat to **scale-up life:** fast decisions, real impact, visible results.
- **Competitive salary** in line with your experience and ambitions.
- **Group insurance + outpatient coverage** for peace of mind.
- **Hospitalization insurance**
- Laptop and other **work related material provided.**
- **Cafeteria plan:** lease a bike, buy electronics or extra holidays, and keep more net income.
- Unlimited coffee, tea, fresh fruit, and the good cookies.