Apicbase – Customer Success Manager DACH

Who are we and what will you be doing?

APICBASE is a dynamic startup experiencing rapid growth. Our software is revolutionizing food and beverage management worldwide, boasting an impressive portfolio of top clients and renowned restaurants. With our customer-focused approach and drive for excellence, we've become an essential part of the tech stack in the hospitality industry. To fuel our growth and further develop our software, we're looking for a passionate Customer Success Manager to join our team.

Your Role

- Step into the world of APICBASE and guide our German and English-speaking customers through the exciting journey of discovering and implementing our software.

- As a key member of our Customer Success team, you'll play a vital role in helping customers maximize the value of APICBASE, from onboarding to ongoing support.

- Act as a trusted advisor and coach, proactively identifying challenges and contributing to creative solutions.

- Be the first point of contact for our customers—always ready to assist and support them with enthusiasm and dedication.

- Deliver a high level of customer engagement, focusing on satisfaction and loyalty with an unwavering commitment to excellence.

- When software issues arise, you dive in with determination, ensuring customers receive clear explanations and swift resolutions.

- Take on project-based responsibilities and contribute to continuous improvements within the team.

Who are you?

- Communicative and customer-focused, with a passion for driving growth and success for clients.

- Relevant experience, ideally in sectors like hospitality, inventory management, process optimization, or business operations.

- Exceptional communication skills that feel like second nature—you know how to build genuine connections.

- Able to break down complex concepts into clear, simple explanations that anyone can understand.

- Creative problem-solver with strong analytical skills and the ability to deliver clear conclusions and actionable recommendations.

- Fluent in German, good knowledge English.

- Tech-savvy, with a solid grasp of data, KPIs, business insights, and dashboards.

- Naturally curious about innovative products, with a strong belief in the power of technology, including big data, cloud solutions, and IoT. Your enthusiasm for these is unmistakable!

What can you expect?

- Enjoy the flexibility of a full-time position with plenty of freedom to shape your work.

- Dive into a diverse and exciting role within a thriving and successful scale-up.

- Take on responsibilities and seize opportunities for professional growth.

- Invest in your personal development with our supportive initiatives.

- Be part of a tight-knit and energetic team, working together to shape the future of APICBASE.

- Get an insider's view of the exciting world of startups and scale-ups.

- Enjoy a good salary that reflects your hard work and dedication.

- Benefit from extra perks

- Work seamlessly with the laptop and phone we'll provide for you.