

Customer Success Manager – EMEA

Description

FirstIgnite is a venture-backed startup accelerating research commercialization. Our AI-powered platform connects universities with leading corporations, startups, and investors to drive innovation partnerships. We work with institutions around the world to help bring groundbreaking technologies to market.

Responsibility Statement

We're seeking a proactive, multilingual Customer Success Manager (CSM) based in the EMEA region to support our growing base of university clients. As the first CS hire outside North America, you'll play a crucial role in onboarding, retaining, and growing relationships with some of the world's top institutions.

Responsibilities:

- Lead onboarding for new university clients and ensure a smooth handoff from sales
- Deliver training, platform walkthroughs, and ongoing support tailored to client needs
- Serve as the primary point of contact for your portfolio, driving engagement and satisfaction
- Identify and support renewal and upsell opportunities in partnership with our sales team
- Create documentation and playbooks to improve client experience in EMEA
- Collect and share product feedback from users to inform roadmap decisions
- Attend occasional on-site meetings or conferences (as needed)

Qualifications

- Based in Europe with fluency in English and at least one additional language (German, French, or Spanish preferred)
- 2–4 years of experience in customer success, account management, or client-facing support (preferably SaaS)
- Comfortable working remotely in a fast-paced, startup environment
- Strong communication, relationship-building, and problem-solving skills
- Experience working with or selling into universities is a plus

Compensation & Benefits:

- Competitive salary aligned with local market expectations
- Equity options in a high-growth, mission-driven company
- Remote-first culture with flexible hours
- Opportunity to help shape FirstIgnite's customer success strategy in the region

Hiring Manager

Leanna Berry

Employment Type

Full-time

Job Location

Remote work possible

Base Salary

\$ 30K - \$ 40K

Date posted

May 28, 2025

Valid through

30.06.2025