



Customer Success Manager - Belgium

Do you want to be a driving force behind the company that is **innovating the way we handle digital identity**, in Belgium and throughout Europe? Would you like to be part of a **talented team** that is determined to make a **positive impact** on society? Then keep on reading, you'll probably like what you'll see.

We are itsme[®], one of Europe's fastest growing tech scale-ups, counting 50 team members and growing. Our mission: providing a state-of-the-art digital identity solution to all people, enabling them to move their interactions to the digital space. Now, only five years after being founded, **6.7 million citizens use the itsme app**, to **identify** themselves, **confirm transactions** and **sign documents** online. Started in Belgium, we have recently launched the itsme[®] app in **The Netherlands** and soon we'll be active in **Luxembourg**.

As a Customer Success Manager at itsme[®], you'll be responsible for ensuring that our customers **fully reap the benefits of the security and user-friendliness of the itsme[®] solution, and thus maximizing product adoption and satisfaction at your customers**. This position is a real challenge you can sink your teeth into, and you'll get ample opportunities to take on more responsibilities as you grow in your job.

What your job looks like

- You collaborate with the sales team to ensure a smooth **implementation and onboarding** of our solutions. Of course this also entails giving demo's and trainings.
- You build and maintain **strong, long-lasting relationships** with the customers in your portfolio, through regular communication and visits. You keep them well informed on new itsme[®] features & developments.
- You keep a strong pulse on the **needs of your customers**, and together with them you align the itsme[®] solutions to these needs and accompany them through their **digital transformation journey**.
- When necessary for certain technical issues, you act as a **liaison** between the customer and the technical customer care team.
- You pro-actively **capture feedback** on the customer's challenges and their needs, and you act as their advocate by providing feedback to internal teams on ways to improve the itsme[®] services.
- By Identifying **up-selling and cross-selling** opportunities for itsme[®] products and services, you have a significant impact on the revenue of the company.
- You measure and report on key customer success **metrics** and use this data to drive continuous improvement.
- You work together closely with other teams such as **Customer Care, Sales, Product Management and Technical Operations**.

Who we are looking for

- You perform on a **Master's degree level** and you have at least 3-5 years of experience in a client facing role. , preferably in a business linked to technology or innovation.
- As identity services are heavily used in **finance / insurance and the public sector**, previous experience in these industries is a plus.
- You thrive when you can **build customer relationships**, at all levels in their organisations.
- You are great **listener**, and you can **educate and inform** others like no other.
- You like to **solve problems in a creative way**, while cooperating closely with your customer's contacts. You have a **strong commercial feeling** and can identify and **close up-selling opportunities**.
- You can work **autonomously** and take initiative.
- You can **juggle multiple priorities** in a fast-paced environment.
- You think that you are quite **ambitious? Great!** We're scaling fast, so we'll be able to offer you interesting career development opportunities in the coming years (international expansion, ...)
- You are fluent in **Dutch or French**, and you have a working proficiency in English.



What we offer

- Being welcomed by an **informal, enthusiastic and ambitious team** that is **revolutionizing how we safely manage our digital identity**, in Belgium, the Netherlands & beyond.
- Offices at walking distance from **Brussels Central Station** and the possibility to work **remotely 3 days a week**.
- Of course a contract of indefinite duration, with an **attractive compensation package**.
- An environment where we care a lot about our **core values**:
 - **Integrity**: being fair, honest & transparent so that we can be trusted.
 - **Inclusiveness**: being an open environment in which all team members' opinions are taken into account.
 - **Innovation**: building future-proof solutions by finding new ideas and methods to solve problems.

Your turn now!

Sounds like something for you? Then we'd love to get to know you!

Send your **CV and motivation letter** to career@itsme-ID.com. We'll get back to you within a week.