

## Sensolus – Customer Success Manager

### Customer Success Manager – IoT Scale-Up (Ghent)

No rigid playbooks, no hand-holding scripts, but **real ownership** over how our customers grow with us, **room to experiment** with AI, and a **front-row seat to global IoT deployments**.

#### Who we are

Sensolus is a **Belgian IoT scale-up**, building asset tracking solutions for logistics and industrial companies (think **Airbus, ABInBev, DHL**). Today we're a team of around 60 people, operating internationally with customers all over the world. ?

We are growing fast and Customer Success is our next growth engine! We're looking for a **Customer Success Manager** who's ready to **turn data, customer conversations, and a sharp toolkit** into real **expansion** across our customer base. ?

Our Customer Success team is deliberately **small, technical and entrepreneurial**. You'll report to our Head of Customer Success and **make an impact** from day one. ?

#### What you'll do

In this role you will combine **strategic customer engagement, technical platform expertise, and AI-driven analytics** to keep our customers successful and unlock new revenue.

**We're a lean team, which means you'll get hands-on with a broad range of topics:**

## ? Monitor & Analyze

- Continuously **track quality and usage metrics** across our customer base
- Spot **churn risk** early and identify **expansion and upsell opportunities**
- Define requirements for **internal tools** that surface those signals automatically across our customer base

## ? Engage Customers

- Meet with customers **proactively** to discuss interventions, demo new features, and propose new products and solutions that bring more value
- Run **recurring sessions with resellers, partners and large enterprise clients** to train them on platform updates and empower them to monitor solution quality and usage themselves
- Build trusted, long-term relationships across customer organizations, from operational users up to decision-makers

## ? Build with AI

- Use Sensolus' **platform customization features and AI coding tools** to build custom dashboards, reports and lightweight applications tailored to each customer's processes
- Translate customer requirements into **product input** that helps shape where the Sensolus solution goes next

## ? Drive Expansion

- Be one of the people **turning Customer Success into a revenue-generating motion** — moving us beyond pure churn prevention into demonstrable expansion

- Work hand-in-hand with **Sales execs, partners, Sales Engineers, Product, and Support** to execute on expansion opportunities

### ? International Scope

Travel internationally to customer sites (typically no more than once a month)

Engage with customers across Europe and beyond, in multiple languages

## Who you are

You're **curious, autonomous, and genuinely fluent with technology**. You don't wait to be told what to optimize, you see it in the data, propose a sharper play, and run with it. **You probably:**

- Bring a background that combines **technical and commercial experience**
- Are **digital and AI-native**: you instinctively reach for AI tools to analyze data, prototype reports, and accelerate your work
- Years of experience matter less than potential: if you have the right mindset, we'd love to talk
- Have an **analytical, expansion-focused mindset**: you spot opportunities and aren't afraid to bring them to the table
- Are **proactive, resourceful** and willing to make mistakes and improve in pursuit of better outcomes, "finetune" is your middle name
- Communicate fluently in **English and German**, Dutch and/or French are also welcome

- Are comfortable in a CRM environment (we use **Salesforce**) and love digging into data
- Care about tech and data, the kind of person who tinkers with both in their free time

## What we offer

? **Competitive salary** aligned with experience (of course)

? **Meal vouchers, hospitalization insurance** and a flexible **cafeteria plan**

?? **32 days of annual leave**

? Hybrid work with **2 days remote** per week (and a really great, snack-packed, office in Ghent)

? **Real ownership** in a growing international tech company (and a clear mandate to redefine what CSM looks like)

? A small, complementary team where your work has **visible impact**

? Room to experiment with **AI and modern tooling**, we'd rather you #worksmarternotharder

If you enjoy combining **strategic customer thinking, sharp data instincts, and a bias toward AI-powered execution** in a growing tech company, we'd love to meet you.

Come by for a coffee and let's talk.

?**In-house search, no agencies at this time please.**?

<https://www.sensolus.com/>