



Customer Success Manager @ Marple

About us

Marple is a startup based in Antwerp, Belgium. We are a product-focused company, building visualization software for large time series datasets.

Our customers are top engineering teams that develop electrical planes, design new electrical motors and make hyperloop a real thing in Europe.

We are a young and dynamic team where you can make an impact.



Job Description

We're looking for a new colleague to streamline all our contact points with leads and existing customers. Your tasks will range from getting in touch with new leads to onboarding customers to helping them with questions they have along the way.

You'll be working with our sales team as well as with our technical team, to optimize communications between our customers and our internal teams and relay information as clear and

concise as possible, so that new customers are onboarded faster, and existing customers have a dedicated point of contact.

Tasks

- Onboarding of new customers & follow-up on their progress
- Give product demo's
- Be the first point of contact for our customers
- Visit customers (all over Europe!)
- Actively getting feedback from customers / users
- Report customer feedback to the product team
- Keep track of renewals
- Help out with contacting inbound leads

What we expect from you

Basics:

- Full-time position
- 3 days / week present at the office in Antwerp
- You speak Dutch & your English is *exquisite*
- You take responsibility for your tasks
- You work in a structured way and deliver quality work
- You report about your work in a clear and concise manner
- You have experience in either:
 - customer success, customer support, sales, ... or similar
 - software development or engineering, and you are looking for something else
- Experience in working at a fast-moving company or startup

A big plus:

- A basic understanding of coding and software development
- A technical background

What we offer

- Competitive salary with benefits

- Stock option plan (ESOP)
- Flexible approach to paid time off
- An awesome office on the 8th floor with a view on the Schelde
- Ping-pong during lunch and drinks on Friday

We are not sponsoring EU/Belgian Visas.

Interested or questions?

For any questions, don't hesitate to get in touch with our CEO Matthias Baert.

matthias@marpledata.com | [LinkedIn](#)

If you want to apply, complete the form below. I'll get back to you in 1-2 days with information about our interviewing procedure.

<https://tally.so/r/wodNbM>