Customer Success Manager

Your Responsibilities

As an Customer Success Manager at Assemblio, you take care of what matters most for us: our customers. You are responsible for onboarding projects involving large stakeholder center, for monitoring customer health as well as for strategically expand the partnerships with our customers over time. You'll work closely with the CCO and CTO, Product Management and Marketing in order to develop our customer base and to strengthen lasting partnerships.

- You own and manage your customer portfolio end-to-end: from onboarding and rollout to defining milestone plans that expand the partnership
- You build strong networks within customer organizations and present business opportunities to C-level and other key stakeholders
- You set up structured feedback formats to channel customer insights directly into our product organization
- You develop reference customer in close collaboration with marketing and you organize real life business cases from sketching over measuring to presenting to various audiences

Your Profile

You're helping us build something big: you take end-to-end ownership of our customers' success and become a key driver of our growth. By deeply understanding their goals and how our product creates value, you ensure high adoption, smooth onboarding, and measurable expansion over time. Your work turns satisfied customers into long-term partners and strategic advocates for our solution.

Assemblio

What You Bring to the table:

- **Manufacturing DNA:** You've worked in or closely with or in manufacturing organizations (e.g., industrial engineering, process planning, production/assembly planning, operations excellence, or as a consultant for industrial clients). You understand how production companies run and how decisions get made on the shopfloor and in engineering.
- **Technical and functional translator:** You can take messy customer reality (processes, constraints, systems, stakeholders) and turn it into clear functional and technical requirements. You can then translate those into internal and external action plans that you drive to completion.
- **Onboarding builder:** You don't just "run onboarding", but you design smooth, scalable onboarding processes that reduce time-to-value and make enterprise customers feel guided, confident, and in control.
- **Comfortable with integrations:** You can coordinate or drive tasks around system integration (e.g., ERP/PLM/MES interfaces, data mapping, APIs). You don't need to be a full-time developer, but you speak tech fluently and can align customer IT and internal product/engineering.
- **Project leadership across stakeholders:** You thrive in complex environments and can align production, engineering, IT, quality, and management without losing momentum.
- **Builder mindset:** You're hands-on, pragmatic, and energized by ambiguity. You build structure where none exists and enjoy wearing multiple hats in a fast-moving team.
- **Relentlessly customer-centric:** You can switch between "firefighter" and "strategic advisor," and you take pride in making customers successful.
- **Language skills:** Native-level German and excellent English.

Nice to have

- Experience in Customer Success / Account Management in a start-up or scale-up, ideally with complex B2B SaaS, enterprise customers, or deep-tech products.
- Familiarity with typical manufacturing system landscapes (ERP/PLM/MES) and industrial engineering methods.

Why Assemblio?

Assemblio is setting new standards in the manufacturing industry with its AI-driven software, developed at the Fraunhofer Institute by and alongside leading scientists.
Our solution ensures lasting competitiveness for manufacturing companies by solving a multi-million-euro problem in production.
Several DAX and MDAX corporations already trust us. Now we're entering our next growth phase and looking for top talent to elevate our go-to-market to the next level.

Your Opportunity: Take ownership, be an engine for our growth, and actively shape the next success story.

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- **Cutting-Edge Deep-Tech Product:** You're not selling yet another SaaS tool, but an enterprise-ready solution, developed by leading experts in assembly process planning and AI. A product with genuine technological superiority and a unique market position.
- **Strong Market Pull:** Even in economically challenging times, leading industrial companies are reaching out to us. With existing partnerships with global players, the demand is crystal clear.
- **Solving Multi-Million-Euro Problems:** Our solution addresses critical pain points that save our customers millions every year. This isn't a "nice-to-have" pitch; it's a sales process that demonstrates direct, measurable value creation.

Why You Should Consider Joining

- **Career-Defining Opportunities:** We're at the beginning of a scalable growth journey. Joining now means you'll be one of the first to help shape the company with direct influence on your role, your career, and our future.
- **High-Performance Culture:** We set ambitious goals and exceed them. You'll work directly with management and sales leaders experienced in building start- and scale-ups, taking your go-to-market and sales skills to the next level.

Why Us

- **Your Team:** You'll join a motivated, innovative team that's highly ambitious about scaling Assemblio, but also loves to celebrate together, whether at game nights or team outings.
- **Your Health & Vacation:** We want you to perform but also recharge. That's why we offer fair vacation days and flexible working hours so you can rest and return with full motivation. We value balance, mutual support, and a work environment where you'll thrive long-term.
- **Your Setup:** We'll equip you with everything you need to succeed. From powerful hardware to modern tools that simplify your workday.
- **Your Office:** Work in a modern environment designed for collaboration and inspiration. Our office is where ideas are born, strategies are forged, and success is celebrated. Your ideas are not just welcome here, they are essential to our growth success.

Excited to join our team?
Then get in touch with us:

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