

# Customer Success manager

## Customer Success Manager

Copenhagen · Full-time

Reports to: Head of Customer Success

MapsPeople is entering a pivotal phase of AI-led transformation and growth, shaping the future of spatial intelligence and indoor navigation for large enterprise customers worldwide. As we scale our platform and global customer base, our Customer Success function plays a critical role in ensuring customers realize long-term value from the MapsIndoors platform.

### The Role

In this role, you will own and manage the post-sales journey for a portfolio of strategic customers, from onboarding and implementation to adoption, value realization, renewal support, and expansion. Acting as a trusted advisor, you will work closely with customers and internal teams to ensure successful deployments, strong adoption, and measurable business outcomes.

Reporting directly to the Head of Customer Success, this is a high-visibility role with real influence on customer retention, expansion, and the continued evolution of our Customer Success practices.

### What you will do

- Own the post-sales relationship for a portfolio of strategic customers, acting as the primary point of contact
- Lead customer onboarding and implementation in collaboration with technical and delivery teams
- Drive adoption, engagement, and measurable value realization across customer accounts
- Monitor customer health, usage, and satisfaction, identifying risks early and proactively mitigating churn
- Lead renewals and expansion opportunities, partnering closely with the Product, Engineering and Sales
- Conduct regular customer check-ins, success planning, and executive business reviews
- Capture and communicate customer insights, feedback, and success metrics to leadership and internal stakeholders
- Maintain accurate customer data, health scores, and forecasts in CRM and customer success tools
- Contribute to customer advocacy initiatives such as case studies, references, and testimonials
- Help define and improve customer success playbooks, processes, and best practices as the function scales

### We imagine you come with

- 5-8+ years of experience in Customer Success, Account Management, or post-sales roles in B2B SaaS or technology companies
- Proven experience driving customer retention, adoption, and satisfaction across the full customer lifecycle
- Strong ability to work with technical products (APIs, SDKs, integrations) and engage with both technical and business stakeholders
- Excellent communication and stakeholder management skills, including interaction with senior customer stakeholders
- A data-driven mindset, with experience using customer health metrics, usage data, and CRM systems
- Comfort operating with autonomy and ambiguity in a scaling organization
- Experience with location-based services, indoor mapping, GIS, wayfinding, or smart building technologies is not required but will be an advantage

### What you get

- A high-impact role with strong visibility and influence

- Ownership of strategic customer relationships in a growing international company
- The opportunity to help shape and scale our Customer Success function and processes
- A collaborative work environment that encourages autonomy, continuous improvement, and initiative
- A competitive compensation package including flexitime, pension, and healthcare plans

**Ready to help our customers succeed with spatial intelligence?**

Apply here or send your application to [juth@mapspeople.com](mailto:juth@mapspeople.com).