

Customer Success Manager

About Customer Success at MapsPeople

Customer Success at MapsPeople is a high impact, agile team that owns the entire post-sales journey, from onboarding and implementation to adoption, value realization, renewal, and expansion. We serve as the trusted advisors and strategic partners to our customers, guiding them to realize business outcomes with the MapsIndoors platform.

Our mission is to deliver Success outcomes, not just product outcomes. That means aligning with our customers' goals, partnering across internal and external teams, and ensuring every engagement drives measurable impact.

Job description

As a Senior Customer Success Manager, you will serve as the primary post-sales contact, guiding customers through onboarding, technical implementation, adoption, value realization, renewal, expansion. This hybrid role blends technical know how with relationship management, ensuring seamless delivery and long term value realization for our customers.

Located in central Copenhagen at Flæsketorvet 26, our office offers a great working environment with the flexibility of remote work options.

Key CSM Responsibilities by Customer Lifecycle Stage

Note: Responsibilities are organized by Customer Lifecycle Stage to reflect our end-to-end Customer Success ownership model.

Onboarding & Implementation

- Own the onboarding experience, ensuring a seamless kickoff and alignment around success outcomes.
- Lead implementation efforts in close collaboration with Solutions Engineers and the Map delivery team.
- Coordinate internal teams to ensure timely map digitization, technical setup, and user enablement.
- Identify and drive initiatives to reduce Time to Value (TTV) and improve onboarding efficiency.
- Set the foundation for long-term success by deeply understanding the customer's business and goals.

Adoption

- Proactively guide customers through adoption playbooks and best practices tailored to their vertical.
- Collaborate with internal teams to drive feature utilization and adoption success.
- Deliver ongoing training and resources to ensure customers maximize their MapsIndoors investment.
- Monitor engagement data and take action to remove adoption barriers.

Value Realization

- Partner with customers to define and measure what success looks like across key stakeholders.
- Identify and surface value gaps or misalignments between the customer's goals and product capabilities.
- Drive continuous feedback into internal teams to improve value delivery.

Retention & Renewals

- Own the renewal process for your accounts, partnering cross-functionally to mitigate risks and ensure retention.
- Lead regular Executive Business Reviews (EBRs) to showcase impact and strengthen stakeholder alignment.
- Serve as the voice of the customer internally, advocating for improvements to product, process, and programs.
- Proactively identify churn risk and create action plans to resolve it early.

Expansion

- Uncover and qualify Customer Success Qualified Leads (CSQLs) for account growth.
- Own upsell opportunities below a defined threshold; co-own strategic expansions with the RSM.
- Drive alignment across new use cases, vertical packages, and additional product offerings.

Advocacy

- Partner with Marketing, Product, and Customer Success leadership to build and grow customer advocacy programs.
- Encourage and enable customers to participate in case studies, testimonials, and user communities.
- Identify and elevate champions within the customer organization.

Additional Responsibilities for Senior Customer Success Manager

In addition to owning the post-sales lifecycle, the Senior CSM brings leadership, strategic insight, and process excellence to the team and broader organization.

- Serve as a mentor and escalation point for CSMs, providing coaching and guidance.
- Act as the lead CSM for complex, global partners. owning the relationship, coordinating regional CSMs, and driving consistent engagement strategy.
- Identify process gaps and lead the design, creation, and implementation of new processes that enhance team efficiency and elevate the customer experience.
- Champion change across the organization by surfacing insights and influencing cross-functional strategy.
- Contribute to strategic planning and scaling of CS processes as the organization grows.

Who You Are

- Empathetic and outcome oriented: You care deeply about customer success and think beyond features.
- Proactive and accountable: You don't wait for problems to appear, you seek out solutions.
- Collaborative and confident: You engage easily across functions and levels, including executives.
- Business-savvy: You understand how to link product capabilities to business impact.
- Detail oriented multitasker: You can manage multiple customers and initiatives simultaneously.

Qualifications

- 5+ years of experience in Customer Success, Account Management, Project Management or related client-facing roles within a SaaS or technology company.
- Proven track record of driving customer value, retention, and expansion.
- Strong experience leading cross-functional collaboration across technical and business teams.
- Comfortable engaging with both technical stakeholders (e.g., developers, IT) and business leaders (e.g., product owners, exec sponsors).
- Experience managing a strategic account portfolio with varying levels of complexity.
- Ability to manage multiple concurrent initiatives in a fast-paced environment.
- Exceptional communication, presentation, and interpersonal skills.

About MapsPeople

MapsPeople is a world-leading provider of an indoor mapping platform.. We connect people and buildings and partners through dynamic indoor maps and real-time data visualizations, empowering occupants to make better decisions. We power a wide range of smart building technologies, including wayfinding, room and desk booking, occupancy, positioning, and much more.

We partner with large and innovative businesses that provide smart building solutions to help them increase their product value, grow their business, and reach our goal of mapping every smart building in the world - we've already mapped more than 25,000 of them.

MapsPeople works on a global scale with office locations in Austin (Texas), Bucharest (Romania), Copenhagen (Denmark) and Aalborg (Denmark). We offer you a flexible setup with the possibility to work from one of our modern office locations in a hybrid working form.

Let's map the built world together.

