



Customer Success Manager PL (m/f/d)

As of now | Full-time employee | Professional/Experienced | Remote | Poland

Apply now!

STRONG NETWORK. STRONG TEAM.

Become part of one of Europe's leading networks for checkout and digital marketing services. More than 3,000 European partner shops trust our high-quality e-commerce solutions to enhance their business. How? By innovatively integrating artificial intelligence into online marketing. Now it's your turn: Enrich our teams with your ideas, energy, and personality.

YOUR RESPONSIBILITIES

- Manage and grow a portfolio of e-commerce partners based in Poland, supporting them from onboarding through renewal and expansion.
- Build strong relationships with key stakeholders and act as their trusted advisor.
- Drive customer retention, satisfaction, and long-term

YOUR PROFILE

- 3+ years of experience in Customer Success, Account Management, Key Account Management, or a similar client-facing role.
- Experience in e-commerce, digital marketing, affiliate marketing, performance marketing, SaaS, or a related online business environment.

partnership success.

- Identify upselling and cross-selling opportunities to support commercial growth.
- Conduct business reviews, analyze performance, and provide strategic recommendations.
- Collaborate with Sales, Product, Finance, UX, and IT teams to deliver the best customer outcomes.

- Strong stakeholder management, communication, and presentation skills.
- Analytical mindset with experience working with performance metrics and reporting tools.
- Commercially minded, proactive, and comfortable managing customer relationships independently.
- Fluent Polish and English as well as strong proficiency in Excel, PowerPoint, and reporting/analytics tools.

Nice to have:

- Experience with Salesforce, Qlik Sense, or similar tools.
- Experience managing renewals and account growth initiatives.
- Google Tag Manager experience.

MORE REASONS FOR SOVENDUS



Remote Work



Workation



External Training



30 Days of Annual Leave

WHO WE ARE



1 Team. 18 Nationalities. 50% Women & 50% Men. Hundreds of Opportunities!

Our story began in 2008 in Germany: Oliver Stoll founded the company "Gutschein-Connection". This marked the start of successful growth that has made us the leading network for vouchers and special offers. In 2011, the company was renamed Sovendus, and today, Sovendus has 145 employees who have made this tremendous growth possible. This is also due to our great diversity: our teams consist of roughly equal numbers of women and men, with a total of 18 nationalities and an average age of 35. This includes not only permanent employees but also working students and interns.

IT'S A MATCH?

Do you think you're a great fit for us and we're a great fit for you?

Apply now!



Carolin Vetter

Senior People & Culture Manager

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