

## Customer Success Manager – EMEA

### Description

FirstIgnite is a venture-backed startup accelerating research commercialization. Our AI-powered platform connects universities with leading corporations, startups, and investors to drive innovation partnerships. We work with institutions around the world to help bring groundbreaking technologies to market.

### Responsibility Statement

We're seeking a proactive, multilingual Customer Success Manager (CSM) based in the EMEA region to support our growing base of university clients. As the first CS hire outside North America, you'll play a crucial role in onboarding, retaining, and growing relationships with some of the world's top institutions.

### Responsibilities:

- Lead onboarding for new university clients and ensure a smooth handoff from sales
- Deliver training, platform walkthroughs, and ongoing support tailored to client needs
- Serve as the primary point of contact for your portfolio, driving engagement and satisfaction
- Identify and support renewal and upsell opportunities in partnership with our sales team
- Create documentation and playbooks to improve client experience in EMEA
- Collect and share product feedback from users to inform roadmap decisions
- Attend occasional on-site meetings or conferences (as needed)

### Qualifications

- Based in Europe with fluency in English and at least one additional language (German, French, or Spanish preferred)
- 2–4 years of experience in customer success, account management, or client-facing support (preferably SaaS)
- Comfortable working remotely in a fast-paced, startup environment
- Strong communication, relationship-building, and problem-solving skills
- Experience working with or selling into universities is a plus

### Compensation & Benefits:

- Competitive salary aligned with local market expectations
- Equity options in a high-growth, mission-driven company
- Remote-first culture with flexible hours
- Opportunity to help shape FirstIgnite's customer success strategy in the region

### Hiring Manager

Leanna Berry

### Employment Type

Full-time

### Job Location

Remote work possible

### Base Salary

\$ 30K - \$ 40K

### Date posted

May 28, 2025

### Valid through

30.06.2025