



## Customer Success Manager (f/m/d)

**Do you enjoy working closely with customers and want to help companies optimize their processes?**

**As a Customer Success Manager at TimeTac, you support both new and existing customers and help them successfully adopt and continuously improve their use of TimeTac over time.**



Graz



Full-time employee

TimeTac is a continually growing and innovative software company with a focus on developing and providing web-based and mobile time tracking solutions. We maintain a modern, open corporate culture with a strong vision and a great working atmosphere in which creative thinking is encouraged. The products of TimeTac are among some of the leading cloud applications in the categories of time tracking and absence planning solutions.

### Your future Role

- Manage and support new and existing customers with a focus on long-term adoption and customer satisfaction.
- Own the full onboarding process for new customers as part of our TimeTac Onboarding Service.
- Set up and configure customer accounts and support individual requirements (e.g. overtime rules, custom logic), through to handover to our Customer Care team.
- Deliver trainings and workshops for key users to ensure successful product adoption.
- Regular check-ins to develop the customer relationship, derive concrete product and business value, and identify upselling potential
- Actively manage churn, including retention measures such as trainings and configuration adjustments.
- Support customers during migrations to new products or features in close collaboration with customers and our Product Management team.
- Document and prioritize customer requirements and coordinate with Sales, Customer Care and Software Development, especially regarding integrations, interfaces, customizations and bug tickets.
- Support our Development teams in testing new features and provide structured feedback to the Product team.

### Your Skills

- At least 3 years of experience in Customer Success, customer support, IT consulting or a similar role, ideally in a SaaS environment.
- Professional and respectful communication with customers comes naturally to you.
- Strong team player with a structured and detail-oriented way of working.
- Proactive mindset and strong ownership: you take end-to-end responsibility for your projects and lead conversations confidently and purposefully.
- Enjoy working with customers across email, phone and video calls.
- Analytical thinking, logical understanding and a strong interest in technical topics.
- Experience with databases (e.g. MySQL), Excel and tools such as Jira, Slack or MS Teams is a plus.
- Experience with CRM systems (e.g. HubSpot), as well as interest in AI and initial hands-on experience with related tools, is a strong advantage.
- Excellent German language skills and very good English skills, both written and spoken.

### This may inspire you

- a modern office in the city center of Graz
- flexible working time models
- mutual appreciation and respect
- possibility to work up to 2 days per week remotely
- 4 € food voucher for ever day in the office
- continuous learning culture
- multicultural team with great teamspirit
- initiatives for mental and physical fitness

We welcome applicants of any gender and origin to become part of the success story of our highly motivated team.

This position is offered as a full-time role (38.5 hours per week). The minimum gross annual salary for candidates without relevant experience in Customer Success or similar is € 45,738 (full-time).

Your actual salary will depend on your individual qualifications and relevant experience. We are willing to offer a higher salary depending on your profile.



**Your Contact**

**Astrid Pfeiler**  
Specialist Talent Acquisition & Recruiting

