

Senior Customer Success Manager

Location: Cape Town, South Africa (Hybrid) | Regular travel to London and Europe

About the Company

Our client is an award-winning HR Technology company transforming the way enterprise organisations attract, engage and hire talent. Trusted by some of the UK's most recognisable brands, they partner with organisations to create exceptional candidate experiences through innovative recruitment technology. As they continue to scale internationally, they are investing in a senior Customer Success professional to help shape the future of their customer experience while working directly alongside the company's leadership team. This is an opportunity to join a fast-growing technology business where you'll have genuine influence, ownership and the chance to build long-term partnerships with enterprise customers.

Position Overview

This isn't your typical Customer Success role. We're looking for a commercially minded relationship builder who thrives on owning strategic customer partnerships from implementation through to renewal and growth. You'll become the trusted advisor to a portfolio of enterprise customers, working closely with senior stakeholders to ensure they achieve measurable business outcomes while identifying opportunities to strengthen and expand those partnerships over time. Reporting directly to the Co-Founder, you'll play a key role in shaping the Customer Success function as the business continues to grow globally. If you enjoy solving problems, building lasting relationships, managing complex projects and influencing commercial outcomes, we'd love to hear from you.

Key Responsibilities

- Own a portfolio of strategic enterprise customer accounts throughout the entire customer lifecycle.
- Build trusted relationships with senior customer stakeholders across multinational organisations.
- Lead customer onboarding and implementation projects, coordinating cross-functional teams to deliver successful outcomes.
- Act as the primary point of contact for enterprise customers, ensuring a seamless customer experience.
- Develop long-term account success strategies focused on customer adoption, retention and growth.
- Facilitate Quarterly Business Reviews (QBRs), providing strategic insights and recommendations to executive stakeholders.
- Identify commercial growth opportunities within existing accounts and collaborate with Sales to drive expansion.
- Proactively identify customer risks and develop plans to improve adoption, engagement and long-term retention.
- Work closely with Product, Engineering and internal delivery teams to ensure customer requirements are met.
- Travel internationally to strengthen customer relationships through face-to-face engagement when required.
- Contribute to the continuous development of Customer Success processes, best practices and playbooks.

About You

You'll be someone who naturally takes ownership, enjoys building meaningful client relationships and is motivated by delivering measurable commercial outcomes. You'll likely have experience within Enterprise SaaS, HR Technology or Applicant Tracking Systems (ATS), and understand what it takes to support complex, multinational customers.

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Requirements

- Proven experience managing enterprise or strategic customer accounts within a SaaS environment.
- Experience working within HR Technology, Recruitment Technology or Applicant Tracking Systems will be highly advantageous.
- Strong commercial mindset with exposure to customer retention, renewals and account growth.
- Experience managing multinational or enterprise-level customer relationships.
- Excellent stakeholder management skills with the ability to engage confidently at executive level.
- Strong project management and organisational skills with the ability to coordinate multiple workstreams simultaneously.
- Comfortable working cross-functionally across Product, Engineering, Sales and Customer Success teams.
- Excellent written and verbal communication skills.
- Comfortable working in a fast-paced, high-growth technology business.
- Willingness to travel internationally, particularly to London and Europe.
- A proactive, solutions-focused approach with a genuine passion for delivering exceptional customer experiences.

Why You'll Love This Opportunity

- Work directly with the Co-Founder of an ambitious, high-growth technology business.
- Own relationships with globally recognised enterprise brands.
- Join a company shaping the future of recruitment technology.
- Enjoy genuine autonomy, influence and career growth.
- Collaborate with a passionate, high-performing international team.
- International travel opportunities.
- Be part of building a Customer Success function that truly makes an impact

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