



TOBA – Customer Success Manager

About us

We are **TOBA**, a **rapidly growing Belgian software company (ISV)** that has been developing and implementing innovative **HRIS solutions** for **over 20 years** for medium and large organisations in Belgium and Luxembourg, with a strong focus on the healthcare sector.

With a team of around 50 colleagues, we're committed to developing HR software that's powerful, scalable and user-friendly, and supports the daily work of more than 200,000 users at approximately 250 customers across more than 1,000 sites.

To provide ongoing support to our customers **after implementation** and to continue growing alongside them, we're looking for a **Customer Success Manager** who, in addition to supporting our **Flemish customers**, also has a specific focus on our **French-speaking customers**.

Your role

As **Customer Success Manager (CSM)**, you will be the single point of contact for our customers – **both French-speaking and Dutch-speaking** – once the initial implementation by our HRIS consultants is complete. You'll proactively monitor how our software is being used, guide customers through any changes and ensure that they continue to get the most out of our solutions.

You will not just be a relationship manager: you'll combine **customer-focused approach with analytical and strategic thinking**. You'll use feedback and user data to **identify opportunities**, formulate improvement proposals, and guide customers in their further optimisation.

In short: you're the **bridge between customer and technology**, and thanks to your approach, customers are not only satisfied but also become **ambassadors for TOBA**.

For our larger strategic accounts, you'll take the lead in organising **Quarterly Business Reviews (QBRs)**: moments where you reflect together, look ahead, and identify new growth opportunities together with the customer.

Your responsibilities

- Proactively maintain contact with customers after delivery, focusing on **user experience, adoption and continuity**.
- Analyse customer data to identify **opportunities and risks**.
- Anticipate new needs and provide appropriate support during changes in the customer's organisation.
- Play an active role in software updates, expansions, and optimisations: guide customers **in the adoption of new functionalities and brainstorm how these can strengthen their operations**.
- Prepare and lead **Quarterly Business Reviews** for strategic customers.
- Structure customer feedback and translate it into concrete improvement actions for our **Product team**.
- Collaborate with **Implementation, Support, and Sales** to share insights and feedback.
- Actively brainstorm how our services and software can better respond to market needs.

Who are you?

- You have experience in a **customer-facing role within software or SaaS**.
- You communicate clearly, think analitically, and translate customer feedback into concrete actions.
- You feel comfortable in a role where **technology and HR processes** converge.
- You work in a structured manner, with an eye for detail and follow-through.
- You take ownership of your customers and know how to set priorities in a dynamic environment.
- You speak fluent **French and Dutch**. English is a plus.

What do we offer you?

- A role with a **real impact** on customer satisfaction and product use.
- The **freedom and flexibility** of hybrid working (3 locations + remote work).
- A **people-oriented SME environment** with short lines of communication, low hierarchy, and high trust.
- A **competitive salary** supplemented with **additional benefits** that truly make a difference (meal vouchers, expense allowance, laptop, and phone).
- Furthermore, you can count on a **bonus scheme that rewards commitment and encourages growth**.
- A **company car + fuel card/charging card**.
- **Real career opportunities** within Customer Success or other teams.
- **Annual training opportunities** and room to take initiative.
- An extra **day off on your birthday**

Ready to make a difference for our customers?

Send us your resume and a short motivation!