



## Customer Success Engineer Belgium (FR/NL) (1/3)

### The company

Cubigo is a Belgian technology scale-up servicing organisation in the silver economy in Europe, UK, and North America. Our international user base is growing rapidly within senior living operators and care providers and their connected ecosystem. Cubigo is a user-friendly integrated platform that connects staff, residents and family members. We digitize the daily services in the communities including activities, communication, dining, maintenance, transportation and more. We increase staff efficiency, improve workflows, foster resident empowerment and enable family involvement. In addition, Cubigo provides reporting & analytics, roles & rights management, wellness tracking and smart integrations with other software partners in the ecosystem.

We are looking for a new colleague to strengthen our European Implementation & Customer success team - operating from Belgium (Corda Campus Hasselt). Within this team you'll get many opportunities to expand and sharpen your competencies in project management, change management and customer success. All within a young, entrepreneurial, dynamic, challenging and international work environment.

### Your role

This is all about teamwork! You'll be a member of the European Implementation and Customer success team that engages with our European customers on a daily basis. We'll feed you with our expertise, methodology and energy to become a 100% SPOC for our innovative customers.

Wondering how your weekly agenda might look like? Below you can find an overview:

- Support your sales colleagues in the pre-sales process with demo's and product documentation;
- Exchange with your sales colleagues on the project scope, conditions and customer expectations before kicking off the project;
- Define an inspiring implementation and governance plan that matches customer's expectations with the Cubigo roadmap;
- Manage the full implementation and roll-out plan for the Cubigo platform solution at our customers - from start (configuration) to end (closure & migrate data);
- Set up and manage a motivating training plan for the key users at your customers;
- Be in continuous dialogue (feedforward and feedback) with your customers and it's end users and so represent their voice by actively passing on their feedback and requirements to the product team;

#### Contact:

[jobs@cubigo.com](mailto:jobs@cubigo.com)  
<http://cubigo.com/en>



## Customer Success Engineer Belgium (FR/NL) (2/3)

- Outreach to the community of end users and build engagement for the use of the platform in their daily activities;
- Feed Cubigo's knowledge base and Cubigo Academy with articles, guidelines and training plans;
- Respond to end users questions by taking every issue as an opportunity to improve their experience;
- Proactively identify areas for innovation and improvement within the Customer Support and Cubigo Academy;

Sounds like something for you? Cubigo is looking for the best combination of this profile

### Your profile

- Tech-savvy self-starter and team player
- With a first relevant experience in project management or customer success. The number of years do not count, as long as you can prove you have a can-do attitude and are customer-centric oriented!
- Multi-lingual – fluent in Dutch and French is a must; good knowledge of English ( written and verbal)
- A warm interest to work in a young and dynamic environment
- A communication style emphasizing clarity, empathy and accuracy
- A solution minded personality that wants to go the extra mile to provide superior support
- Skills and credibility to deliver operational work within the project scope while remaining focus on quality and customer satisfaction
- Eager to work in an international innovating context with cross-team and multi-disciplinary collaboration. Experience in SaaS is a plus.
- Ability to manage different concurrent initiatives while keeping your calm, even when things get busy.

We know we're highly demanding. We are high-touch humans :). Therefore we offer you the best deal for your personal professional growth.

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## Customer Success Engineer Belgium (FR/NL) (3/3)

### Our offer

- The opportunity to be part of a fast-paced, no-nonsense scale-up in an international scene
- Impact the daily lives of thousands of seniors across Europe through your work
- A flexible work pattern, a combination of remote and on-site work at Corda Campus Hasselt
- Room for personal input and growth
- Attractive salary with numerous benefits
- Regular fun team activities
- A nice and motivating office space with endless supply of excellent coffee, fresh fruit, soup and ... drinks on Friday

We're excited to get your full application and resume via [jobs@cubigo.com](mailto:jobs@cubigo.com). Looking forward to planning a virtual coffee break soon to meet and greet.

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