

# Customer Success Manager (Impacter)

## Introduction

At Impacter, we believe in the power of science. Academic insights help us to understand our world, solve society's most urgent challenges and to inform those working on these critical problems. We think that academics should get out more – out of academia, that is. That's why we build software to inspire and seduce scientists to collaborate with society

Would you like to contribute to the impact of academia on Society? Then check out this vacancy as a **customer success manager** at [Impacter](#) and apply!

## Job description

Impacter helps academic researchers to write winning grant applications. In the Impacter platform they can get automated feedback that helps them to write a better proposal requesting research funding. We work closely together with the grants or research support offices in universities. As a customer success manager at Impacter you will be the first point of contact for our customers (the grant office), and sometimes also the users (the researchers) of the platform.

Because the grants offices usually know which researchers will apply for a specific funding round (and we don't), we need their help in reaching the researchers that they can use Impacter to improve their proposal. This is especially relevant for major annual funding rounds like the Veni, Vidi, Vici in the Netherlands and the Marie Curie (MSCA) and European Research Council (ERC) in Europe.

At Impacter we have our offices at [Dotslash](#) in Utrecht, a vibrant startup and scaleup community. We are a with a small team of 4 people, looking for out fifth colleague! Currently 3 of us focus on the technology and 1, Paul, is responsible for marketing and sales. Most of us prefer to work in the office, but we are all quite flexible in terms of location. On average, everyone is at the office 3 days. Most of our customers are in the Netherlands, but we also serve universities in Berlin, Vienna and Coimbra and we collaborate with a UK-based firm ResearchConnect.

We lunch together (when in the office) and share a kitchen and relaxation area with two other companies with whom we have drinks on most Fridays, as well as the occasional office party. Every day we have an online start of the day around 9.30 to update each other on the work we did on the previous day and our plans for the current day. The atmosphere is informal, so besides work we discuss a broad range of topics over a coffee ☺

## Your tasks

- Inform all our customers (grants offices) about upcoming deadlines and design strategies and communication templates for them to inform their researchers
- Regularly check in with the grants offices about the platform (their happiness, ideas for improvements, ways to reach more researchers)
- Host events with our customers
- Collaborate with Paul on marketing and sales efforts (like events, renewals, etc...)
- Streamline and formalize the customer interaction.

## Job requirements

- Scientific education is a plus because it helps in understanding our customers and users
- Customer friendly is obviously important when being a customer success manager!
- Being enthusiastic and communicative is key.
- Flexible, our customers are often overloaded with work close to funding deadlines.

## Perks

This position brings a combination of working for a private enterprise, but with and for academics. Since we are a small company, a lot work is done on the fly. This means few meetings and a lot of opportunity to shape your own activities. An important part of your job will be to formalize and structure the interaction process with customers. Experience as a customer success manager (or similar role) is therefore a plus, but not a requirement.

Salary indication: Between €3.000,- and €3.500,- per month plus benefits for a fulltime contract. Benefits include a laptop, free lunches, Friday drinks and much more like working out on the campus on Tuesday evenings and lots of events.

We believe a lot of things can be learned on the job, as long as you are eager to learn and enthusiastic!

## How to apply

Applications should consist of a CV and a cover letter and can be submitted by e-mail to Paul Tuinenburg ([Paul@IDfuse.nl](mailto:Paul@IDfuse.nl)). This vacancy is open until December 9th, with interviews and an assessment planned in the two weeks thereafter. The envisioned start date is early 2023.