PR/087183 | Customer Success Consultant (GenAI) (m / f / d)

Job Information

Recruiter
JAC Recruitment Germany

Job ID
1556322

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Germany

Salary
Negotiable, based on experience

Refreshed
December 2nd, 2025 01:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Fluent

Minimum Japanese Level
None

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

OVERVIEW
A global automation and AI company with a flagship startup team in Munich, focused on AI and GenAI to help companies and enterprises of all sizes adopt GenAI responsibly and effectively.

KEY REQUIREMENTS:

- Technical educational background in Computer Science, Engineering, IT, or equivalent hands-on credential

- Experience in solutions consulting, customer success, enablement, customer-facing, or advisory roles

- Practical exposure to GenAI

- Native German speaker with business-level English communication skills

- Able to work 100% on-site

JOB RESPONSIBILITIES:

- Educate, coach, and guide customer teams on how to use GenAI products effectively; run workshops, training sessions, and best-practice clinics.

- Plan and execute structured onboarding programs

- Define success criteria, milestones, and value KPIs with customers; track adoption and outcomes to ensure business impact.

- Capture customer needs, pain points, and feature requests

- Produce clear, concise customer-facing enablement materials (guides, playbooks, FAQs, workshop decks).

- Work closely with Sales, Product, Marketing, and global teams

- Represent products in customer forums, webinars, or industry events where appropriate.

JOB REQUIREMENTS:

- Minimum 2 years of experience in solutions consulting, customer success, enablement, customer-facing, or advisory roles from tech or IT companies

- Strong communicator who can translate GenAI concepts into clear business value for non-technical stakeholders.

- Familiar with SaaS, AI, or Data

- No deep technical integration experience required.

- Eligible to work in Germany

BENEFITS:

- Basic salary 60,000€ - 90,000€ per annum

- Variable bonus: 20,000€ per annum, uncapped with quarterly payments

- Laptop and mobile phone are provided

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Company Description