



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

August 26th, 2025 10:39

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

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:

- 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

#LI-JACDE

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Company Description