

Job description: Customer Success Manager – Key Accounts (remote / full-time)

Application deadline: September 8th, 2026

Key info:

- *Start date: October 15th, 2026*
- *Job location: remote; candidate to be willing to work across time zones and be available to overlap at least 4 business hours with CET*
- *Employment relationship: full time (40 hours/week)*

How to apply:

- *Send a cover letter, your CV, and salary expectation to jobs@toladata.com*
- *If you have questions about the role or the application process, please email us at jobs@toladata.com*

About us:

TolaData (www.toladata.com) is a socially driven tech company that provides a web-based Software as a Service (SaaS) product developed for the not-for-profit, international cooperation and social impact sectors to support program management, monitoring & evaluation (M&E) and impact reporting. TolaData is part of Athena Infonomics group (www.athenainfonomics.com/).

We are a growing brand in the sector with over 110 clients around the world and across all continents. Our clients include INGOs, donors, government bodies, foundations, social enterprises, alliances, educational institutions, local and community organisations, research bodies, and more.

Our main office is in Berlin, Germany and we have team members in Hanover/Germany, Amman/Jordan, Nairobi/Kenya, US, and across India. We are a closely-knit team that values our fantastic work environment and supportive team culture. We are passionate about delivering great services for our clients around the world while we support their development, humanitarian, and impact-driven program in general.

The role:

We're looking for an experienced customer success professional to take end-to-end ownership of a portfolio of TolaData's key accounts — from onboarding through adoption, renewal, and expansion. You will be accountable for the commercial outcomes of your portfolio: retention, renewals, and growth revenue. The portfolio will evolve and grow as we scale, and you will help shape how TolaData serves its key clients. You'll work directly with funders, NGOs and international development clients, helping them get the most out of our platform from their first day onward. Success in this role will be measured by portfolio retention, platform adoption, and expansion revenue.

Key responsibilities:

Client Onboarding

- Lead new clients through a structured, phased onboarding process, ensuring key milestones and timelines are met
- Advise clients on how to best structure their data within the platform, offering practical, well-considered solutions
- Design bespoke guides and training materials tailored to each client's needs
- Prepare and deliver customized software training sessions based on client profile and use case
- Ensure a smooth, professional offboarding process for clients concluding their engagement

Key Account Ownership & Growth

- Build and nurture strong, long-term relationships with client contacts
- Monitor client engagement and identify opportunities to increase platform adoption
- Own renewal negotiations end-to-end and pursue expansion opportunities, with accountability for the retention and growth of your portfolio
- Escalate client-reported issues to the development team, maintaining clear communication with clients until resolution
- Manage invoicing and contract administration for your accounts in line with internal and client-specific requirements

Business Development Support

- Support BD and Sales team with product pitches and demos to prospective clients
- Host webinars and Q&A sessions to showcase new features
- Help develop sales and business development material

Profile:

- Strong organizational skills and attention to detail
- Excellent written and verbal communication skills, with the ability to explain technical concepts clearly to non-technical audiences
- Comfort working directly with international clients across different time zones and contexts
- Fluency in English; professional proficiency in French is strongly preferred; Spanish is a plus
- Understanding of and experience with MEL/M&E/MEA
- Experience with digital monitoring and/or data collection tools.
- Minimum of 5 years of working experience working with non-profits, impact investors, international development sector, NGOs, foundations, philanthropies, and public sector organizations.
- Proven experience owning client relationships end-to-end — renewals, account growth, and customer success for a SaaS product — ideally including six-figure annual contracts
- Has been involved in the implementation of digital projects in the International Development sector and has project management experience.
- Proficiency in Office 365 and Google Suite
- Proficiency in using AI tools, and a genuine aptitude for learning new platforms quickly

Additional experience and skills that are nice to have:

- Sensitivity for cross-cultural communication
- Start-up experience
- Coding or data science skills
- Experience in conducting trainings

Our offer

- Be part of making a value-driven product a success
- End-to-end ownership of a growing portfolio of our most important accounts
- Be part of an international team
- Flat hierarchies in a small team with a great working environment
- Remote working structures

