



Destiny – Customer Success Specialist

About the role...

Are you commercially driven and energized by building and maintaining customer relationships?

As a Customer Success Specialist, you will play a key role in supporting our sales activities and managing customers and partners. You will be the first point of contact for our clients and partners, working closely with the sales team to identify and realize growth opportunities.

With a strong focus on **inside sales**, you will oversee the entire sales process — from following up on leads and quotes to onboarding new accounts. Additionally, you will support our partners and contribute to marketing and event initiatives to maximize commercial opportunities.

What we're looking for in you...

Inside Sales & Customer Management

- Proactively follow up on existing partner accounts and customers.
- Identify and develop upsell and cross-sell opportunities within current accounts.
- Prepare and process quotes and contracts.
- Maintain annual contact with customers to minimize churn and enhance customer satisfaction.
- Manage the complete sales process, from the first contact to after-sales support.

Partner Support & Commercial Assistance

- Serve as the primary contact for partners, offering support with inquiries and onboarding.
- Assist in data-driven and up- & cross-sell campaigns to generate high-quality leads.

Your Profile

- Commercially driven with a strong focus on targets and results.
- Experience in a sales environment and/or (telephone-based) customer contact is a plus.
- Excellent communication skills: fluent in Dutch, French, and English.
- Experience with CRM systems, preferably Microsoft Dynamics.
- Strong attention to detail and administrative skills.
- Ambition to grow within the sales field.
- Proactive, customer-oriented, and solution-driven mindset

What we can offer you...

- A challenging job in a fast-growing company where you can also grow yourself (with plenty of room for training)

- A competitive salary, including an eco-friendly company car with fuel/charging card or an interesting flexible mobility budget.
- Electronic meal vouchers, health insurance.
- Seniority days: extra vacation days based on your seniority (1 day every 3 years, up to a maximum of 4 days)
- Flex Income Plan: tailor extra advantages using your budget of your 13th month
- Access to Benefits@Work: enjoy discounts at a wide range of popular brands and retailers
- Flexible working hours, with the possibility of remote work. Because in digitalization, we should set a good example, right?
- A pleasant working environment in a renewed Dstny house, customized to the wishes of our Destinians.
- A great team of colleagues and wonderful customers.
- A friendly atmosphere with regular fun team-building activities or company events.
- Always fresh soup, fruit, and delicious coffee.

Our recruitment process is fast and efficient. A key element of this is aligning mutual expectations. We ensure that the next step is the right one for both you and us, so we can maximize success together and ensure a smooth and successful collaboration.

#LI-MC1

<https://dstny.be/>