

Group Customer Success Manager

Do you thrive on building things that last? Cross-market structures, clear ways of working, and teams that deliver – consistently, across borders. If you're the kind of leader who finds energy in complexity and gets satisfaction from turning a fragmented operation into something that runs like one, you might be our new Group Customer Success Manager at hummel!

A Quick Look at the Role

Location: hummel headquarters, Balticgade 20, Aarhus C

Team: Customer Success

Working hours: Full-time

Application deadline: 05.07.2026

Join the Team!

As Group Customer Success Manager, you'll lead the newly established Customer Success function inside Sales Operations at hummel. You'll head a team of around 20 colleagues across back-office and customer service, working from our HQ in Aarhus and our offices in DACH, France and Benelux. You'll have two direct reports in the Customer Success Team Leads for the Nordics and for Key Accounts & Partner Markets and lead the DACH, France and Benelux teams through a dotted-line, functional reporting line.

We play on the team that has the most fun and we always play offense! For us, it's all about taking initiative, supporting each other, and celebrating both the small and big wins. Within Sales Operations, Customer Success owns the operation from order entry onward. Order management, back-office and customer service across the hummel Group's markets are anchored here. While sales owns the commercial relationship. We work closely with our colleagues in sales operations, master data and customer logistics, and with Group Commercial, our Country Managers, Supply Chain, Category, Finance and our key accounts across Europe.

More About the Role and Your Responsibilities

- As a Group Customer Success Manager, you'll be responsible for leading hummel's new cross-market Customer Success function – building and maintain the playbook, driving consistency across markets, and owning the KPIs that connect the customer experience to commercial delivery, playing a key role in delivering impactful results – both for our team and our customers:
- Leading and developing the Customer Success function end-to-end – building and maintaining the cross-market playbook with the Team Leads, driving consistency, and carrying full KPI accountability for the function
- People leadership of the Customer Success Team Leads and their Specialists across Key Accounts & Partner Markets – with a clear focus on developing them as confident leaders in their own right
- Governing the day-to-day operation – from customer onboarding and order management to problem resolution, sales enablement, and continuous improvement of ways of working
- Co-owning the rollout of hummel's new in-house CRM – from development and testing to full implementation across markets
- Anchoring key stakeholder relationships across internal functions, both locally and globally — removing friction so the team can remain focused on the customer
- Adding senior weight to strategic accounts and escalations when complexity requires it – without taking ownership away from the team

How to Make the Team

We're looking for someone who is passionate about their field and a true team player. You take responsibility, thrive in collaboration, and are curious about how we can continuously improve – together.

To succeed in the role, we expect that you:

- Have experience with leading customer-facing operations, customer success, or key account service teams – ideally across more than one market
- Are structured, commercially minded, and credible with senior stakeholders and thrive on

getting things done

- Are motivated by an environment with cross-functional collaboration, commercial pace, and the chance to build something from the ground up
- Have a customer-first mindset. Sets the standard for balancing operational efficiency with strong customer experience
- Communicate fluently in both Danish and English, in writing and verbally
- It is an advantage but not a requirement to have a background in seasonal wholesale (apparel / footwear / sporting goods) as well as experience with CRM or system rollout

Welcome to hummel

At hummel, we're a strong community built on team spirit, passion, and the will to make a difference.

There's room for those who take initiative, bring ideas to life, and want to create value – for both the business and their teammates.

With us, you get:

A strong community with an informal tone

Flexible working hours – including 1 hour of sport during work hours

A workplace with a strong brand DNA and proud cultural heritage

An active staff association, "hummelbien"

Space for both ambition and balance

Want to Join the Team?

Send your application and CV via the link below no later than 05.07.2026

We conduct interviews on an ongoing basis and may close the posting early if the right player joins the game.

We look forward to hearing from you!

hummel – doing good while doing business

We always play to win – but we do it with heart. At hummel, we combine strong values with business ambition and work every day to create a workplace where people grow, relationships are strengthened, and ideas take flight.