

We are looking for a

Customer Success Manager | Engagement Specialist (80%-100%)

to join our team

At Inside Labs, we're reshaping the future of hospitality. Our mission is simple yet bold:

We empower hospitality brands to deliver uniquely personalized guest journeys — powered by AI, loyalty, and gamification — to unlock unparalleled engagement and revenue at scale.

We believe exceptional digital experiences lead to unforgettable real-world moments. Join us in building technology that transforms how hospitality brands connect with their guests at every stage of their experience.

As our new **Customer Success Manager | Engagement Specialist**, you'll sit at the intersection of digital guest experience and personalized engagement. You'll partner with leading destinations like Alpinco, Engadin St. Moritz, Arosa Lenzerheide or Davos Klosters to unlock the full power of our Omni Suite.

You'll combine strategic thinking with hands-on execution: advising clients, shaping engagement strategies, and launching high-impact campaigns across email, push, SMS, and in-app channels — helping destinations connect meaningfully with every guest at scale.

What you will do

Account Management & Development

- Be part of our Customer Success Team and become a key player in driving our customers to digital excellence
- Own and grow relationships with destination clients
- Lead onboarding, workshops, and quarterly reviews (QBRs)
- Act as a trusted advisor on Omni Suite & Braze capabilities
- Identify growth opportunities and support upsell initiatives

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Engagement Strategy & Campaign Execution

- Plan and implement multi-channel guest engagement campaigns (email, push, in-app)
- Build audience segments and automated lifecycle journeys
- Ensure smooth end-to-end execution from concept to QA to performance review
- Monitor campaign performance and deliver clear, data-driven insights
- Create and maintain campaign templates and engagement assets

Who you are

- 2–4+ years of experience in account management, marketing management or project management, ideally in a SaaS environment or in the travel industry
- Heavy interest in digital marketing and travel experience design
- Excellent communicator and structured project manager
- Confident managing B2B client relationships with a consultative approach
- Willingness to understand CRM and marketing automation tools (e.g., Braze, Salesforce, HubSpot etc.)
- Data-literate and experienced in performance tracking, segmentation, and journey building
- Curious, self-motivated, and service-oriented
- Fluent in German and English (other languages like French, Norwegian, Swedish or Finnish are a plus)

What We Offer and Who We Are

At Inside Labs, we're on a mission to transform digital guest experiences for tourism destinations. As part of our team, you'll shape how guests connect with iconic places — through technology, creativity, and data.

- A flexible, remote-first work culture
- A beautiful alpine HQ, next to 235 km of ski slopes and epic summer trails
- Work with a passionate team of product builders, software engineers, designers and strategists
- Flexible hours — including powder runs, bike laps, or whatever gets you going
- Perks like a free season pass for the Flims Laax ski resort
- Regular team events, training sessions, and career growth opportunities

Ready to Apply?

Send your CV and a short note, voice message, or creative idea to Michael Eberle via talkto@insidelabs.tech. Show us how you'd help destinations turn digital touchpoints into unforgettable guest moments.