

Senior Customer Success Manager – LessorLøn (Payroll)

Deadline:

Contact person:
Fiona Firdes Firdes Rakipi

Contact email:
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Job area:
Customer Success

Position type:
Full time

Location of job:
Allerød, Denmark

An exciting opportunity to grow your career in a forward-thinking SaaS company that puts people and purpose first.

At Paychex Europe, we help businesses simplify payroll and HR. Now we are looking for a Senior Customer Success Manager to join our team, focusing on our LessorLøn payroll solution. In this role, you'll be the trusted advisor guiding our clients to get the most value out of their payroll processes ensuring compliance, efficiency, and great customer experience.

The Team

You will join a dedicated and collaborative Customer Success team that works hand in hand with sales, onboarding, and product specialists. We value open communication, knowledge sharing, and supporting each other to deliver the best outcomes for our customers. You will have the chance to learn from experienced colleagues and shape how we deliver success in the payroll space.

About the Role

As Senior Customer Success Manager, you will work closely and build trust with our customers, ensuring they feel confident using our payroll solutions. You will combine payroll expertise with a strategic mindset to help businesses optimize processes, expand usage, and uncover growth opportunities. You will also play an important role internally, sharing insights into product, marketing, and sales teams to continuously improve our solutions.

This is a full-time position a full-time role in our modern Allerød office.

Key responsibilities

- Provide prompt and expert support to new and existing payroll customers, ensuring they understand how to effectively use LessorLøn.
- Deliver expert guidance, training sessions, and educational content to empower customers.
- Conduct regular account reviews, identify growth opportunities, and develop tailored Customer Success Plans.
- Drive best practices by hosting on-site visits and compliance-focused workshops.
- Collaborate with internal teams to share customer insights and influence product enhancements.

Beyond these core responsibilities, you will also play a key role in expanding payroll modules and related HR solutions within customers' portfolios, driving revenue growth while ensuring long-term client success.

What we are looking for

You have solid experience in customer success, account management, or support within payroll or HR tech platforms. **You are fluent in Danish (written and spoken)** and have excellent communication and problem-solving skills, with the ability to build lasting relationships.

Furthermore, you have

- Strong knowledge of payroll processes, compliance, and relevant legislation
- Experience with CRM systems and success tools (e.g., Pendo, dashboards)
- Ability to analyze customer needs and develop strategic solutions
- A proactive, customer-focused mindset will be essential to thrive in this role

What We Offer

First and foremost, we offer you a company culture characterized by mutual appreciation. You can be sure to receive a warm welcome. The atmosphere is relaxed and informal, and the management's door is always open.

We offer a key role in a fast-growing European organization with a collaborative and innovative working environment, where your voice matters.

You will also enjoy:

- Opportunities for both personal and professional development
- The ability to directly influence how our payroll products evolve
- A great canteen, fitness room, large parking facilities, and an active staff association

If you're ready to help businesses unlock the full potential of LessorLøn and want to make a real impact in a supportive and ambitious team, we'd love to hear from you.

Interested?

We interview candidates on an ongoing basis and may close the advertisement once we have found the right person so don't hesitate to apply.

If you have any questions about the job, please feel free to contact Head of Customer

Success Fiona Firdes Rakipi by mail: ffrakipi@lessor.dk or phone: +45 31610750

We look forward to hearing from you.