



Established in 2000, DIMOCO Payments is a trusted payment company with a license from the Austrian Financial Market Authority. Our expertise, flexible payment solutions, and trusted network enable merchants to effortlessly accept payments for goods and services worldwide.

In our international team of 20+ nations, you can expect plenty of room for your personal touch and personal responsibility. Flexible working hours and home office options support your work-life balance.

If you see yourself as an important part of a motivated team in a modern environment, then you are right with us as

Head of Customer Success (f/m/d)

Your mission:

Don't feel like standing still? Then DIMOCO is the right place for you!

The Head of Customer Success owns the end-to-end merchant lifecycle, from onboarding to long-term growth and retention. This role includes leading Customer Success Management and Sales Operations teams to ensure merchants achieve strong payment performance, rapid time-to-value, and sustainable growth. Acting as a strategic partner to merchants, the position focuses on customer outcomes, payment optimization, and cross-functional execution.

Sounds exciting? Keep reading 🙌

What you'll do:

- Own and upgrade the full merchant journey across onboarding, adoption, optimization, and expansion.
- Define and execute the Customer Success strategy aligned with company growth objectives and collaborate with Product and Supply Chain on roadmap priorities.
- Build, lead, and develop high-performing Customer Success and Sales Operations teams and foster a customer-first, commercially accountable culture.
- Act as a trusted advisor to merchants on payment strategy, acceptance optimization, and operational best practices.
- Provide solution-level guidance on payment flows, platform capabilities, and growth strategies.
- Identify growth opportunities through product adoption and payment performance improvements.
- Serve as the executive escalation point for complex merchants or payment-related challenges.
- Define and drive customer success frameworks and operational excellence, including KPIs to measure activation and payment performance.

Your profile:

- +5 years of experience in Customer Success, Payments, Fintech or SaaS
- Proven leadership experience across customer-facing teams
- Strong technical understanding and proven experience in advising clients on solution design and platform capabilities
- Ability to translate technical and product-related topics into clear customer value and business outcomes
- Data-driven, commercially minded and customer-obsessed
- Executive presence with the ability to influence and collaborate cross-functionally
- Professional proficiency in German and English

DIMOCO's promise:

- A position with great responsibility which is diverse and exciting.
- Amazing benefits like a day off on your birthday, enabling you to celebrate this special day with family and friends. 🍰
- Interesting and international working environment in the growing and forward-looking payment industry, characterized by a dynamic and open working atmosphere.
- Team spirit, passion, creativity and flat hierarchies characterize our company.
- Flexible working hours and home office options.
- Modern office at Campus 21 in Brunn am Gebirge (with a free shuttle bus to and from Vienna).
- Legendary DIMOCO team events.
- Of course, you will receive a competitive remuneration package, which we will be happy to discuss with you personally. For legal reasons we must indicate the gross annual remuneration package which starts at around EUR 70.000,- (full-time) and depends on your qualifications and experience.

Up for a new challenge? Let's get in touch! 🙌

We look forward to receiving your online application: dimoco.com/job-posting/head-of-customer-success/

DIMOCO Payments GmbH

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