

Customer Success Manager H/F

At Iceberg Data Lab, we're all about helping financial institutions understand and reduce their environmental impact. We calculate environmental impacts from numerous data sources (financial reports, environmental reports, third-party databases) to produce clear corporate environmental impact indicators, helping our clients make smarter decisions around biodiversity, climate, and pollution prevention. With growing pressure from regulators and stakeholders to adopt sustainable practices, our products empower our clients to measure and manage their environmental footprint, align with ESG (Environmental, Social, Governance) goals, and make sustainability a measurable reality.

We're a small but dynamic team, working hard to drive the shift toward a greener, fairer, and more responsible economy. If you're passionate about environmental impact and the power of data to make a difference, you'll fit right in.

IDL is an equal opportunity employer. All applications are reviewed with the same level of care and attention.

The Role :

We are looking for a **Customer Support Representative** to start immediately in our Paris office.

Part of the **Sales team**, you will be the bridge between our clients and our internal teams.

You will be the first point of contact for client enquiries, helping them understand our science-based products and guiding them to solutions. This is not a traditional support role: it requires intellectual curiosity, collaborative skills, and the ability to translate complex concepts into clear answers to our clients.

Based in Paris

Start Date : July 2026

Reporting to : Head of Sales or CEO

You will need to :

- Listen to/read carefully client questions and identify their underlying needs.
- Liaise with internal teams (Research, Modelling, Tech, Sales) to gather the right information and solutions.
- Deliver answers to clients in the most effective format : a quick call, a detailed email, or organize a presentation with experts.
- Build strong relationships with clients by ensuring clarity, professionalism, and reliability in every interaction.
- Coordinate major data deliveries to key clients, involving multiple teams.
- Raise revenue leads to the Account Management team

What We're Looking For :

- A client-oriented mindset with strong communication and interpersonal skills.
- Ability to grasp and explain complex, technical, or scientific concepts.
- A keen interest in **sustainable finance** and willingness to continuously learn.
- A **problem-solving attitude**: proactive to improve processes, and collaborative.

Nice to Have :

- Previous experience in client-facing roles, ideally in finance, sustainability, research.
- Background or education in sustainability, economics, finance, or related fields.
- Familiarity with data-driven products or scientific indicators.

What We Offer :

- A dynamic, start-up work environment where sustainability and innovation are at the core.
- Mentorship from experienced professionals from the worlds of finance, tech and sustainability.
- The opportunity to learn from leading experts in research and sustainable finance.
- Autonomy and trust to take responsibility for client relationships.
- Competitive salary and benefits.

Statutory Benefits

- Company Health Insurance / Provident Scheme
- 50% coverage of public transport subscription

Our Iceberg Data Lab "Pluses"

- Sustainable Mobility Allowances
- Daily Meal Allowances
- Meal vouchers with 58% covered by the employer

How to Apply :

If this sounds like the kind of challenge you're looking for, we'd love to hear from you. Just submit your application via LinkedIn.

Recruitment process :

- First step : a cultural fit interview with the HR team
- Second step : an on-site interview with the team
- Final step : an interview with the manager

Send your CV and cover letter to :

[✉ job@icebergdatalab.com](mailto:job@icebergdatalab.com)

with the reference IDL-SA in the email subject line.