



You are looking for an employer you can count on? Join us!

We are looking to expand our team and are hiring:

Customer Relation and Community Manager (m/f/d) for the European AI Factory *HammerHAI*

Your Role and Responsibilities:

- Build and maintain strong relationships with key stakeholders and decision-makers, as well as new and existing clients, closely working with a team of support staff starting from onboarding to ensure customers achieve their desired outcomes using service offers of the European AI Factory (AIF) HammerHAI.
- (Co-)organise and document the user journeys of the AIFs customers and utilize CRM tools to track customer interactions and pipeline progress.
- (Co-)organise events (e.g. conferences, workshops, and hackathons) for existing customers and outreach events to win new customers from AIF's target customer groups.
- Conduct regular business reviews to assess customer health satisfaction, proactively identifying new opportunities to expand the interaction with customers and co-develop business development strategies.
- (Co-)develop and execute strategic account plans to optimise customer engagement/retention.
- Collaborate with other roles in the AI Factory to convey customer needs and create targeted campaigns that enhance customer engagement and brand loyalty.
- Develop and present data-driven recommendations, optimize the value customers derive from HammerHAI's service offers and to help customers optimising their service utilization.
- Manage the full end-to-end user interaction and engagement cycle, from prospecting to closing, and supporting technical discussions with customers and presentations.

Qualifications:

Required/Minimum Qualifications

- Master of Business Administration (MBA), or a similar degree (e.g. in management, marketing or communications) with 2 years of work experience or a Bachelor in these disciplines with multiple years (>4) of work experience, in roles which cover a significant fraction of the job profile described above.

Other Requirements

- Motivation to build and establish the AIF's structures as part of highly motivated team.
- Knowledge and experience in working with and organising customer relationship management (CRM), including proficiency in CRM platforms for managing customer data and sales pipelines.
- Excellent English and German communication skills — both verbal and written — to effectively convey value propositions and excellent collaboration skills to work effectively with both, internal teams and international customers.

- Willingness to keep up with current developments and to learn about development of new technologies in the field of AI.
- Ability to develop and execute strategic account plans to maximize customer lifetime value.
- Ability to quickly learn and effectively communicate the value of HammerHAI's solutions.

Additional or Preferred Qualifications

- Experience in working at or with start-ups and/or small and medium enterprises (SMEs), together with strong negotiation abilities with a focus on building lasting client relationships.
- Proven experience in business development, B2B sales, and account management.
- Expertise in marketing strategies related to customer engagement and retention.
- Knowledge of technology sales, including technical sales processes and solutions.
- Analytical skills to interpret data for strategic decision-making.
- Experience in warm calling techniques to generate new leads and nurture existing accounts.
- Experience leading and developing onboarding.
- Executing and contributing to playbooks.
- Demonstrated experience in driving revenue growth through upselling, cross-selling, and renewals.
- Proficiency in analyzing customer data and providing data-driven recommendations.

Area	AI and Big Data, HPC
Working time	full time (40 hrs) / part-time possible flexible working model with electronic time recording
Term of the contract	End of Q1/2028, a further employment is intended
Remuneration	up to E 14, see Entgeltabelle TV-L
Annual leave / compensatory time off	30 days (24.12. + 31.12. additionally day off) Overtime is compensated by additional time off
Further trainings	Individual support for in-service training and further education
Mobile work	up to 60% of work time, when applicable
Benefits	e.g. bus and subway (U6) on the doorstep, free parking, pension plan of the Versorgungsanstalt des Bundes und der Länder (VBL), state-of-the-art work equipment

What can you find with us?

Are you looking for a multifaceted and intellectually stimulating position in a dynamic, cooperative and innovative work environment? Then LRZ is the place to be for you! Here at LRZ a collegial, appreciative work environment meets an international crowd of experts who work together to advance IT services for groundbreaking research. We offer flexible work schemes for an optimal work-life balance. Our staff values their creative leeway. As an institute of the Bavarian Academy of Science and Humanities we offer all the benefits of public service. And of course, no wishes remain unfulfilled at the LRZ in terms of technical equipment. We share experiences, constantly review and improve our processes, and are proud that our service-quality and data-security are regularly certified and rated highly.

We actively promote diversity and welcome applications from talented individuals, regardless of cultural background, nationality, ethnicity, gender and sexual identity, physical abilities, religion and age. We give priority to applications from people with disabilities who are equally qualified (SGB IX).



The LRZ in a nutshell:

Since 1962, Bavarian universities and research institutions have relied on the IT expertise of the Leibniz Supercomputing Centre of the Bavarian Academy of Sciences and Humanities. When it comes to the digital transformation of science, we are traditionally ahead of the game.

We are looking forward to receiving your complete application documents (including cover letter, CV and certificates) in a PDF file (other file types are not accepted) by latest **20.02.2026**.

Subject: **Customer Relation and Community Manager AIF (2026/5)**

Application form: [Personio](#)

Are you unsure whether the job suits you or you suit us? Or do you still have questions about this position? Our colleagues will be happy to answer all your questions.

This job does not fit? Then take a look at <https://www.lrz.de/karriere> or send us an unsolicited application!

[Here](#) you will find information about the collection of personal data during the application process.



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