



CUSTOMER SUCCESS

Customer Success Manager (m/f/d)

VOLLZEIT

As a Customer Success Manager, you are the link between our customers and our company. You will be their point of contact, work closely with them and ensure that they make the best possible use of our products and feel comfortable with us. If you are a communicative, open-minded person, then join our team!

Your daily doing will involve

- You proactively communicate with our customers to ensure they get the best out of our products and services and achieve their business goals.
- You identify upsell and cross-sell opportunities to grow business with existing customers
- You analyze customer feedback and data to identify problems and needs.
- You develop training materials and deliver training to our customers to ensure they are getting the most out of our products and services.

Your profile

- Confident, friendly personality with high self-motivation
- Excellent communication skills to communicate with customers at all levels
- You are interested in digital solutions and have a good basic technical understanding
- Very good written and spoken German and French as well as very good English skills

— You work with other snapADDY teams to ensure customer feedback and needs are addressed and customer issues are resolved quickly.

— You actively track key performance indicators (KPIs) to measure the success of customer relationships and work together as a team to ensure that our goals are achieved.

Ideally you live near Würzburg.

— Experience in communicating with customers in a professional corporate environment is an advantage

— Ideally, you have completed training or studies in the fields of business informatics, communications or humanities.

What we can offer

- ✓ Your own exciting area of responsibility that you can significantly advance
- ✓ No client-related project work, but sustainable long-term customer relationships
- ✓ Exciting and varied projects together with the team and customers
- ✓ Work in a fast-growing and successful tech start-up with flat hierarchies and a motivated and dynamic team
- ✓ Work with state-of-the-art technologies in a well-equipped 950 m² office in the center of Würzburg
- ✓ Comfortable home office arrangement: 3 days office - 2 days remote
- ✓ Free drinks, muesli bar and lots of team events
- ✓ Regular and free massages offered directly in the office
- ✓ Strong employee discounts at many retailers, service providers and online stores
- ✓ Your own "JobRad" after the first year with us
- ✓ The best colleagues in the whole city

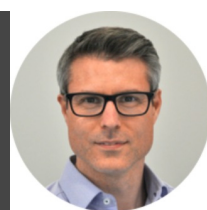
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About snapADDY

snapADDY develops software-as-a-service to digitize the world of sales. With our products, we help companies automatically capture contacts and leads at trade shows and in everyday life. In this way, we reduce the unnecessary and cumbersome work of manually entering contacts and improve data quality in CRM systems. Our software solutions enjoy great popularity and are currently used productively by more than 2.500 customers: from start-ups to medium-sized companies and corporations.

Since its founding in 2015, the company has grown from a start-up to a team with over 85 international employees. In January 2021, we opened our second location in Vulaines-sur-Seine, near Paris. Our mission is to become the world's leading company that automatically keeps CRM systems up to date and provides the best quality way to capture contacts and leads.



Marcus Klapprodt, Head of Operations

Marcus is responsible for HR topics at snapADDY. You would like to apply and still have questions about the process? No problem! **Marcus is happy to help you with help and advice.**

Sounds good

Have all your open questions been answered?
Then apply right here with your detailed
application documents.

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