



VENTURE LEAP

Job description

Job Title	Customer Success Manager
Valid from	15.12.2024
Department	Operation
Location	Berlin
Reports to	Head of Operations
Type of position	Full time
Key Responsibilities	<ul style="list-style-type: none">• You quickly become an expert in our products as well as processes in order to answer or delegate queries from customers and employees.• You ensure the operational performance of our platforms• As a Customer Success Manager, you will be responsible for leading, managing, and supporting our Customer Service team• You will take over the training of new CX/CS Agents• Contributing, documenting and continuously improving processes and structures with a focus on the needs of our customers

Requirements

- Your strength lies in active communication and project management
- Intuitive understanding of SaaS software solutions
- Your structured approach to work is characterized by a high level of initiative and independence.
- You have 1+ years of customer support experience.