



Customer Success Manager (German)

Job description

Our customer is the world's largest online publisher of educational e-books for students and business professionals. Currently, it is expanding its team and looking for an experienced person to join as a Customer Success Manager.

You will have an important impact on the longevity of client's business relationships and help to improve customer satisfaction and retention. In this position, you will work in a global team with international clients.

Responsibilities:

- Building relationships with an international portfolio of existing clients and understanding their strategies regarding the company's solutions.
- Delivering effective outbound telephone based client support, to maximize the client's usage of company's solutions and ensuring they receive value from the services.
- Initiating up/cross selling activities.
- Maximizing customer retention.

Requirements

- Very organized and great at working independently
- Strong administrative skills
- Great interpersonal skills
- Relevant sales and consulting experience over the phone
- Have excellent English and German skills (both verbal and written)
- Previous customer resolutions/ retentions experience
- Strong level of communication, negotiation and influencing skills across all levels of seniority
- Used to working in a target driven environment

We offer

- Opportunity to combine working either from the office or virtually
- Ability to learn new things and grow professionally
- Join youthful and professional Baltic Assist team;
- Work in a very fast scaling start-up company
- Business trips
- Competitive compensation

If you enjoy taking up challenges and above sounds like you, please apply via CVBankas:

<https://en.cvbankas.lt/customer-success-manager-german-vilniuje/1-4473691>

Email your motivational letter and CV with a photo.

Salary

600–900 Eur taxes excluded