



Customer Success Manager DACH (m/f/d) / Cologne / Start: May 2019 / full-time

This goes out to all of you who want to find a purpose in what they are doing.

Honestly is a fast growing SaaS tech company that specializes in employee engagement. Working together with top brands all over the world, Honestly aims to shake up the business world by embracing the human side of business and developing meaningful relationships between companies and its employees. Only by putting people first and emphasizing the relationship a business has with its employees, organizations can create real value based on feedback. Therefore, we are profoundly convinced of our vision to create a world where people trust organizations as they would their best friend.

Customer Success Manager DACH (m/f/d)

As part of our Customer Success Team, your customer's goals are your motivation. You are not only the first point of contact for new customers to assist them with the implementation of our software quickly and effortlessly, but you are also a competent partner who existing customers can completely trust and rely on.

Your role:

- **New customers:** You create their accounts, train them online on how to use our software and coordinate the logistics of their hardware.
- **Existing customers:** You always have a good overview of your customers and recommend strategies to improve their performance.
- **Liaison:** you liaise between the customers and both the IT/Product development and Sales teams.

Your Profile:

- At least 2 years of Customer Success or Customer Service experience
- Excellent, clear communication skills
- Fluent German and English skills plus ideally good Dutch skills
- Highly organized with a hands on mentality
- An affinity for IT and quick grasp of new tasks
- Initiative and passion to shape new things
- Experience in project management to help our customers achieve even complex goals, ensuring them that they are in the right hands
- Experience in Employee Engagement is desirable, but not mandatory

Did we spark your interest? Let's talk!

Please send us:

- your CV
- salary expectation
- your certificates

to jobs@honestly.com and we will get back to you. We look forward to welcoming you aboard.