

## (Junior) Customer Success Manager – Homeoffice

Permanent employee, Full-time and/or Part-time – Germany / Remote

### We are „The Supplier Quality Software Company“

SQassist is a German SaaS company that provides data-driven, digital and best-of-breed decision-making capabilities for Supplier Quality Management. With the continuously growing importance of technology, data and efficiency in all aspects of business decision making, SQassist aims to become the integral number one in sophisticated Software for Supplier Quality Management.

### Your tasks

- ✓ Your task is to provide trustworthy and competent support to our customers. You will support them with a high level of service orientation.
- ✓ As a customer-oriented personality, you provide support for potential and existing customers and work independently from the support request to the resolution of the request.
- ✓ You offer customers outstanding service on a daily basis with fast response times and solution-oriented communication. You advise them competently on the correct use of the product, help them on the phone with questions about the software and offer them solutions.
- ✓ You work together with the development teams to find solutions to problems and pass on customer feedback and requests for optimizing the software to product development in a structured manner.
- ✓ You continuously support the expansion of self-help options for customers and interested parties such as FAQ, documentation and help videos. You also independently document all customer interactions in our CRM tools.

### Your profile

We are looking for the best Customer Success Managers to deliver the optimal service experience to our customers.

**Education:** You have a completed commercial education (e.g. BWL, Informatikkauffrau/mann, IT-Systemkauffrau/mann, Bürokauffrau/mann).

**Experience:** Experience in customer support, ideally in software support, is an advantage.

**Personality:** Your distinctive customer and service orientation as well as your communicative and friendly nature distinguish you. You have strong communication skills, both written and verbal, and can deal with customers in a service-oriented manner.

**Qualifications:** In addition to an adept handling of the common MS Office products, you ideally have additional basic IT knowledge.

**Working style:** You have a structured and reliable way of working as well as the willingness for further training.

**Languages:** Your profile is rounded off by very good written and spoken German and English.

### Your benefits

- ✓ First of all: Our Cultural Atmosphere: We live cultural diversity, have respect in dealing with each other, maintain open communication, are enthusiastic, share knowledge and help each other. If you also appreciate these values, then you've come to the right place.

- ✓ Remote and flexible: You decide where you start your working day.
- ✓ 30 days vacation and Team events, Startup atmosphere and well equipped

Does this sound like the right challenge? Then apply now. Send us your application and CV. Look forward to exciting projects, a good working atmosphere and great potential. Contact us at [career@sq-assist.de](mailto:career@sq-assist.de)