

TRUSTYOU

Client Success Executive (German and English)

Full-time, Munich

Imagine a workplace which encourages you to take on responsibility and where your ideas will be heard and implemented. Imagine a fast-paced environment where your performance makes the difference. This is TrustYou!

We are looking for adventurers to join our smart and inspiring team!

As a Client Success Executive at TrustYou you will be facing and solving new challenges every day. As part of the Client Success Team you are responsible for caring about customer needs. You will focus on informing our clients about TrustYou's products and building strong relationships with them.

What challenges await you

- You will be in direct contact to (potential) clients via email and phone
- You will introduce our clients on how to best work with our product during online trainings
- You will be the direct contact for Sales and Key Account Management to coordinate and setup new clients
- You will support us in testing existing and newly developed product features
- You will be the direct link between clients and the product team
- You will help us in maintaining and growing our vast hotel and restaurant database

What do we expect from you

- Passion to communicate with others: in person, phone, email or social media
- Fluency in German and English are mandatory, any additional language is a plus
- Distinctive service orientation and customer focus
- High adaptability and openness towards new challenges
- Interest in IT-related products, experience with G Suite would be a plus
- Quick to learn new programs/processes and new things

What we offer

- A highly international & entrepreneurial environment (flat hierarchies, short decision paths...)
- Excellent onboarding programs
- Spend up to 5% of your working time on professional & personal development
- Great leadership & support

Who we are

TrustYou is the standard for reputation in the travel industry. Our software analyzes millions of hotel reviews, to create summaries of what's good and bad for hoteliers and travelers. Our customers are individual hotels, large hotel chains, but also Kayak, Trivago and Google (our data is shown on Google Maps). Over 20.000 hotels are already using our software!

How to get this job

We'd love to receive a note about yourself along with your resume via our website at <http://www.trustyou.com/careers/>.

Adventure
Awaits

