



Client Success Manager (French 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 Manager 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 the customer needs. You will focus on informing our clients about TrustYou's products and building strong relationships with our customers.

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...

- At least 1 year of experience in a customer care position
- Fluency in French and English are mandatory, any additional language is a plus
- Strong communication and presentation skills
- Distinctive service orientation and customer focus
- High adaptability and openness towards new challenges
- Detail and solution oriented
- Interest in IT-related products, experience with google drive would be a plus
- Quick to learn new programs/processes and new things

What do we offer?

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