

About Hotel MSSNGR

Hotel MSSNGR is one of the leading software solutions for guest communication for hotels and resorts. Our innovative technology enables hotels to quickly realize significant efficiency gains in their communication efforts while vastly improving the guest experience at the same time. The Hotel MSSNGR analytics suite enables our customers to deeply understand their guest's behavior during their stay on site. Hotel MSSNGR was founded in 2012 and serves close to 500 hotels worldwide.

Position

Hotel MSSNGR is seeking a Customer Success Manager (w/m/d) to join our support team in Berlin. You'll identify the highest impact work, prioritize that work, and deliver improvements in a reliable way. Along the way, you'll partner with colleagues in sales, product design, engineering, and product management to create a healthy, high-achieving product. This role requires a strong understanding of customer behavior to prioritize the team's tasks. The successful candidate will be a savvy communicator, talented problem solver and a superb client relationship manager.

Responsibilities

- Ensure long lasting and strong client relationships and represent our client's voice versus all product stake holders
- Building and maintaining a strong knowledge base across different channels to onboard, support, and educate our clients efficiently
- Be the product owner of our support tool Intercom, explore new features, and continuously guarantee for an highly scalable and automated and self-serving support and onboarding process
- Working in a cross-functional team to improve the product based on the right priorities representing our client's interests
- Measuring support performance and identification of key levers of improvement - including automation and analysis of relevant reports
- Communicate release notes and newsletters to users to ensure a constantly high product use
- Managing our data entry team of part time workers efficiently

Required skills

- You have at least one year experience working as a Support Manager or Customer Success Manager
- Demonstrated customer driven mind-set with preference for services and mobile applications background
- Excellent communication and teamwork skills
- Highly detail-oriented and analytic skills
- A passion for travel and hotels is a highly valued
- Proficiency in spoken and written German is a plus

Benefits and perks

- 5 weeks paid vacation
- No stupid meetings
- An awesome loft office in Berlin-Kreuzberg
- Multiple social events, e.g. team dinners, culture & sports, retreats
- A culture of working remote
- A fantastic team

Contact

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