

Customer Success Manager

Make your impact and be part of shaping the future for SameSystem – a fast-growing Danish SaaS company that brings value to its customers with a software solution that optimises retail store operations through tools in scheduling, time registration as well as budget- and HR-tools.

SameSystem consists of 50 talented individuals situated in five countries. We have a motivating work environment, where we are eager to help each other. We encourage personal freedom and own initiatives, while still relying on teamwork.

Your role in the Company

Over the last 10 years, SameSystem has grown from a small SaaS-startup, to a highly regarded solution for more than 500 clients.

Our Support and Key Account teams have a continuous 100% approval-rating, and our customers commends our great support - both to us and to their partners in the business. Our customers place a significant trust in our solution, so it is essential we keep a high standard and make sure that the customers are at all times taken care of.

As we are looking to expand significantly on both existing and new markets over the coming years, it is important that we adapt our internal workflows for increased traffic, so we can keep the high standard.

We have Support teams and Key Account teams working from offices in five countries, and intercommunication between these offices must exist as if everyone sat in the same office. Your responsibility is to facilitate these teams and make sure they have the best platform possible.

The Support team handles all requests from customers through the Zendesk helpdesk-solution - whether they are from sales assistants or administrators. Additional tasks are proactive service calls, assignments-on-request, and maintaining the helpdesk-platform.

The Key Account team handles the entire on-boarding process, making sure everything in the system is set up exactly as it should be. They work proactively, always ensuring that the client is satisfied and using the latest tools.

Your primary task will be to improve our customers' experience by enhancing the capabilities of our Support and Key Account teams. This can be achieved by introducing new software solutions, as well as workflows and protocols - all based on input from the customers and our own teams.

Furthermore, monitoring and tracking pain points for the customers is equally important. You will be reporting these findings to the Head of Product, so the product can address these issues.

Your responsibilities will be:

- Ensure that our clients get the best possible experience - from start to end.
- Improve efficiency for the Support and Key Account teams with automatisations and clear workflow protocols.
- Sharpen the focus and responsibilities for the teams - everyone should know their exact role.
- Introduce monitoring initiatives, so we can keep track of internal tasks and pain points that are reported by our customers.
- Working together with marketing on defining what communication tasks, relating to educating customers using the system, are most important to address.
- Handle cases that are escalated from the Support or Key Account Team and require extra attention.

You will communicate with all areas of the company, and refer to the Head of Product.

Your profile:

You are probably coming from a similar position, in a company providing services in a B2B-area.

With a desire to understand our go-to-market, the retail industry, you are able to deliver what our customers need, and not necessarily what they want. In all the ideas you push forward, the user experience is in the front seat — we provide complex solutions in a streamlined and intuitive format.

You are diligent in everything you do, but also appreciate that things can move fast, and sometimes you have to meet short deadlines. Flexibility is a natural part of your DNA, and you should be able to stay calm and collected in hectic situations.

With a flair for project management, you are able to bring new initiatives to our internal workflow to improve it further.

Mandatory qualifications:

- You are highly proficient in writing and speaking Danish and English
- You have a flair for IT software in general
- You are able to comprehend complex tasks and requirements
- You understand what a good user experience entails

Preferred qualifications:

- You have experience with project management
- You have experience with Zendesk (Helpdesk solution)
- You have experience with Internal workflow solutions / productivity solutions
- You have experience from retail, or service-providers to retail

Information about SameSystem

SameSystem is a Software as a Service business competing in a fast-evolving and competitive market. The SaaS business has seen many successful companies across several markets, such as Salesforce for CRM and Zendesk for customer service. SameSystem is a Workforce Management solution for the retail industry, and with a best-in-class approach we have established ourselves as a market leader in Denmark. SameSystem is growing all over Europe, and this allows us to recruit ambitious and well qualified colleagues.

Office and office hours

You will be working at our office situated in Værløse, Ballerupvej 62. Great office facilities in beautiful surroundings. Catering service with the possibility to eat at outdoor areas. Your office hours will be from 08.00 till 16.00, Monday to Friday, but we allow flexibility.

Contacts

If you are interested or want to learn more about the job, please send us your CV and application to jobs@samesystem.com or contact Head of Product Tobias Ritlov on 40 95 36 62.