



Associate Customer Success Manager (~20 hours/week)

If you are passionate about digitalization, customer service, and project management, then you may become our new Associate Customer Success Manager for the DACH area. You will manage much of our customers' early experience with SameSystem by engaging in data collection, software configuration and providing excellent services for new customers. Furthermore, you will get a large portfolio of implementation projects and the chance to grow professionally through training and supervision.

With us, you get more than 60 talented and ambitious colleagues and the chance to make an impact on the future of SameSystem; a market-leading Software as a Service company, providing a start of the art Workforce Management platform focused on the Retail and Food-service industries.

At SameSystem, we're ambitious about becoming the best provider for the European market, whilst remaining true to our company DNA, consisting of being a flexible employer, with a great culture and work environment.

Your role in the Company

You will manage product onboardings for our new customers - especially within the DACH area. You will drive the implementation process from initial dialogue, through gathering of data and analysis of client needs, to the end of the implementation process, where the customer is a skilled user of their new WFM solution.

You will be responsible for all contact with the customers, interacting with them to enable efficient operational and administrative processes, and optimal use of our product.

Your responsibilities will be:

- Managing and supporting implementation projects
- Ensuring optimal configuration of the system according to local regulations and laws, by approaching client needs in a structured and analytical manner
- Providing feedback to the product department to continuously optimize the system
- Conducting training for both new and existing customers
- Together with our Customer Success Managers providing daily operational support to especially the DACH customer base

Furthermore, you will support us in creating client studies, improving our client metrics and support in other ad-hoc activities.

Your profile:

You have experience with project management and meeting deadlines. You are analytical and solution-oriented, with the ability to structure a suitable implementation plan for the customer.

You regard yourself as tech-savvy and are comfortable working with and learning about software.

You have great people- and communication skills, being able to meet the individual customers' specific needs and structuring communication accordingly. You approach people with empathy and strive to keep the customer satisfied. Relevant experience includes:

- You are highly proficient in writing and speaking German and English
- You have experience with implementations of projects, ideally within Software-as-a-Service
- Tech savvy, being able to understand the product and its possibilities
- You have experience facilitating meetings and training sessions
- You are proficient in Excel or an equivalent tool
- Can work 20 hours a week on average

If you thrive being the initiator who also likes being operational, then you will be a perfect match for this role.

SameSystem A/S

SameSystem is a company competing in a fast-evolving and competitive market. We develop the leading Retail Workforce Solution on the market, with an intuitive online interface, first-mover technologies such as iBeacon and Machine Learning forecasting, unlimited free support and market-leading integration. All the right tools to optimise retail business - made for retailers, by retailers.

As a result, we continue to see our customers growing and expanding, both in existing and new markets, and we have established ourselves as a market leader in Northern Europe. SameSystem is growing all over Europe, which allows us to recruit ambitious and well-qualified colleagues.

We have a highly motivating working environment where we are eager to help each other and celebrate our successes. You can look forward to participating in many different social activities and fun company parties – we are a social bunch who likes to spend time together and we are waiting with open arms to greet you.

This job opening is for our local office location in **Hamburg, Germany**.

Contact

If you are interested, please send your CV and application to job@samesystem.com. We are interviewing on an ongoing basis, so apply today.

If you have questions related to the position, don't hesitate to contact Head of Customer Engagement, Hasse Walin Have on **+45 27575436** or Global HR Manager, Casper Eiersted at hr@samesystem.com.

We look forward to hearing from you!