

Customer Success Manager

****Please apply via Indeed***

Successful software scale-up looking to hire a motivated and skilled Customer Success Manager!

Do you want to join a rapidly growing software company on an exciting and challenging journey? Are you technically skilled and a quick learner? Are you empathic and an excellent communicator? If the answer to these questions is a clear “Yes!”, you are well on your way to becoming a part of our Customer Success Team!

Briefly about us:

Princh is a strong player in the sharing economy space with an innovative, cloud-based solution for printing, copying, scanning and electronic payment.

We’re the leading solution in Europe and growing very rapidly in North America – and we’re just getting started! We are an international team funded by professional investors fighting to reach our vision: Become the standard for printing and payment in the public space!

Main responsibilities:

- Keep customers happy by answering incoming support tickets by mail, phone, and video.
- Follow up with our North American customer base to make sure they fully utilize our service preventing churn and enabling upsell.
- Carry out remote installations for new customers.
- Troubleshoot and support existing customers in improving their setups.
- Coordinate with our partners and sales and marketing team.
- Collect customer feedback and share and discuss with the development team.

About you:

It is crucial that you have a strong technical understanding and are a quick learner. It is also a requirement that you have a relevant technical education or experience from a similar position or background.

You take pride in giving every customer the best possible experience – even when it is tough, and the customer is difficult! You are outgoing, socially intelligent, patient and a strong communicator. We expect you to be a self-starter with a positive mindset and a team player.

What we offer:

A unique possibility to be part of a rapidly growing software company. You will be part of our international team and will be working on *mission critical* tasks.

We are growing at a fast pace, so if you want to develop your strengths and keep on learning, there are always new and exciting challenges to take on.

Job Type: Full-time

Pay: \$40,000.00 - \$50,000.00 per year

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Schedule:

- Monday to Friday

Ability to commute/relocate:

- Reliably commute or planning to relocate near our work location before starting work (Preferred)

Application Question(s):

- This role requires a strong technical understanding of IT and the ability to troubleshoot potentially challenging problems in the customers' software or network.

Experience:

- Technical customer support: 1 year (Preferred)

Work Location: Hybrid (in office and remote)