



## **Customer Success Manager (m/f/x)**

(full-time, starting ASAP, location: Munich)

[Ciara](#) is a digital personal assistant, designed for motivated professionals. With features ranging from conversation guidance to real-time recommendations, even to CRM integrations and transcribed notes, each of Ciara's skills enables people to have all-in-one conversations, level up their sales game, and further develop their career.

As a Customer Success Manager at Ciara, you will be the first point of contact for our users. You will guide them through our product, answer support inquiries, and help them get the most out of Ciara and its functionalities.

### **Your opportunities at Ciara.**

- Engage with Ciara's users to grow their product usage and drive maximum value for them.
- Resolve customer inquiries by providing them the right resources and offering support calls.
- Develop advanced knowledge of Ciara's user's businesses and goals.
- Monitor customer health and develop risk mitigation strategies.
- Collaborate with the Ciara sales and marketing team to implement innovative approaches to customer relationship management.

### **Who we are looking for.**

- You are passionate about customer success and experience.
- You can build and nurture relationships with multiple stakeholders to strengthen our partnership with our users.
- You solve problems with curiosity and creativity.
- You have successfully completed your university degree in business, communications or similar, and ideally can build on first professional experience (incl. internships).
- You communicate happily and fluently in German and English.

### **Why Ciara?**

- We foster a culture of fast progress, open communication, and personal advancement. You will learn what it takes to build a young company and get your own ideas to work.
- We work and celebrate as one strong team and support you to reach your goals. Individual learning is important to us and we'll help you make huge steps forward in a short time.
- We pay a competitive salary and provide you with all the personal freedom you need to get your job done your way.

### **How to apply.**

If this position matches your expertise, experience, and aspirations, please click this link to fill out our [application form](#). We look forward to your application!