

Customer Success Manager.

The sales and customer success team at Ciara is responsible for signing people up to Ciara, and getting them to use it, love it, and share it with their colleagues. 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.

- ✓ 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.

YOUR PROFILE.

- ✓ You have successfully completed your university degree in business (or similar).
- ✓ You have above-average English skills. German skills are a plus, but not required.
- ✓ You have experience in a customer-centric role.
- ✓ You can build and nurture relationships and trust with various stakeholders.
- ✓ You solve problems with curiosity and creativity.
- ✓ You are passionate about our customers!

WHY CIARA?

- ✓ We foster a culture of fast progress, open communication, and personal advancement. You'll 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.

**Does this match your expertise, experience, and aspirations?
Apply here - no cover letter necessary.**

[Apply now!](#)