

Customer Success Agent

The ideal candidate will be responsible for working in our customer service team, delivering the best service and attention to our customers. You make our customers the happiest within the podcast universe.

Responsibilities

- You understand our customer's requirements and needs and you enjoy finding ideal solutions for their issues.
- You write and update help articles and documentation.
- You work with other departments like accounting, product and development to solve and reduce upcoming issues from customers.
- You occasionally offer calls to our business customers who have technical questions.

Qualifications

- You already have experience working in customer success or customer-facing roles.
- Excellent communication skills verbal and written and you bring attention to detail.
- You are well organized with a constant drive to optimize the way you work.
- You consider yourself as people oriented and team minded.
- You bring German (C1) and English (B2) and ideally French or Spanish (B2).
- Ideally you worked in a SaaS company and bring experience with ticketing systems.
- You ideally bring experience and knowledge about podcasting.

The job package

- 32-hour, flexible work week
- Remote working or use our office close to Schlesisches Tor in Kreuzberg, Berlin, Germany
- 6 weeks vacation per year, more if needed
- Laptop and if needful Phone of your choice for both work and private usage
- An opportunity to start and influence early on in a fast growing company
- Salary 25–28k € depending on company fit and qualifications

We encourage you to apply even if you're still developing some of these skills! We value applicants who represent diverse backgrounds and welcome all applicants regardless of gender identity, religion, ethnicity, national origin, sexual orientation, age or disability.