

# Customer Success Manager.

The marketing and customer success team at Ciara is responsible for signing people up to Ciara and getting them to use the product, 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, the leading acceleration assistant for sales teams.

## YOUR OPPORTUNITIES.

- ✓ Engage with Ciara's users to grow their product usage and drive maximum value for them.
- ✓ Support customers by providing the right resources, offering support calls to help them overcome their sales challenges with the help of Ciara.
- ✓ Develop advanced knowledge of Ciara's user's businesses and goals, as well as in-depth knowledge of the Ciara product.
- ✓ Monitor customer health and develop risk mitigation strategies.
- ✓ Collaborate with the Ciara sales and marketing team to implement innovative approaches to customer relationship management, including developing engaging educational and product-centric content for customers.

## YOUR PROFILE.

- ✓ You have successfully completed your university degree in business (or similar).
- ✓ You are a German native-speaker with fluent English.
- ✓ You have experience in a customer-centric role.
- ✓ You enjoy and can build relationships and trust with various stakeholders.
- ✓ You enjoy helping people, solving problems with curiosity and creativity.
- ✓ You are passionate about our customers!

## WHY CIARA?

- ✓ At Ciara, we're building the next generation of sales acceleration software addressing a \$1B+ market opportunity with over 2,500 happy users.
- ✓ We foster a culture of fast progress, open communication, and personal advancement.
- ✓ We pay a competitive salary and provide you with all the personal freedom you need to get your job done your way.
- ✓ We offer remote & flexible work. Work at our office in the heart of Munich or go remote and work from wherever you are in the world.

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

**Apply now!**