



9Cookies (www.9cookies.com) is an exciting new startup in the heart of Berlin. We are developing a revolutionary cloud based gastronomy system to help restaurants make the transition to 21st century world. For our team we are seeking at the earliest opportunity a new Team Leader (m/f) for our Customer Care/Support Team.

Team Leader - Customer Care/Support (m/f)

Responsibilities:

- You will help answer our customers' questions by mail and phone
- You will help implement processes and optimize the customer success process
- You will lead an international team of young and motivated employees
- You will identify problems with the product and process to correct them
- You will support team-building and manage employee satisfaction and motivation at a high level.
- You will create reports essential to KPIs and control team activities
- You are responsible for timely and qualitative processing of customers' requests and tasks.

Requirements:

- You have talent for communication and convince others with your friendly personality and excellent service mentality
- You already have experience in customer care and/or in a food service establishment
- You speak and write German and English perfectly, knowledge of Turkish, Vietnamese, Thai, Chinese, Italian, Hindi or Urdu is beneficial
- You want experience in a start-up and have a pioneering spirit
- You like to work in a team

What We Offer:

- Insight into the processes of a fast-growing e-commerce startup
- Startup environment in an international team
- Varied daily responsibilities
- Independent work in a highly motivated and dynamic team
- A lot of leeway and flat hierarchies

We caught your attention? Then apply at career@9cookies.com.

Please send us your complete application (cover letter, curriculum vitae, transcript of studies) and mention reference number JK1401101 in the subject line.

More information is available at www.9cookies.com