



Customer Support Manager

Position Summary

Inventorum is developing an innovative platform for local retailers to run their day-day business while simultaneously and effortlessly selling through multiple channels of e-commerce such as their own webshop or Portals such as ebay.

We are passionate about equipping small businesses with big business tools so they can better compete and be more profitable. Eventually we want to empower and encourage consumers to shop locally through easy-to-use search tools. Bottom line: We want small businesses to thrive and grow.

As Customer Support Manager you will report to the COO and be responsible for the first point of contact with recently new and existing customers. You will be playing an integral role in customer satisfaction and be an important element to the future success of our business.

Responsibilities

- Establish and manage best practices in supporting our customers.
- Facilitate customer discussions and roundtables.
- Develop and maintain customer support collateral.
- Attract potential customers by answering product and service questions.
- Introduce new customers to the product and support process.
- Open and maintain customer accounts.
- Consolidate customer feedback and requests for continuous product improvement process.

Requirements

- 3+ years experience in customer support role for SaaS solutions.
- Good understanding of SaaS principles and mobile applications.
- Excellent communication and facilitation skills.
- Experience with customer support tools such as Zendesk.
- Able to manage high-pressure situations and flexible working hours.
- Fluent in German and English.
- Passionate about working in a fast paced start up.



About Inventorum

Inventorum is everything a start-up should be. We are led by a Silicon Valley veteran and supported by a German serial entrepreneur. We care about our employees. We are creating a vision-driven killer product and are striving to make our customers happy. We work hard but respect people's lives, expect excellence and encourage personal development.

We reside in a loft in Berlin-Mitte, the new hub for start-ups in one of the best cities in the world. Its history, culture, and quality of life are well-known. Housing is still cheap here, you get a full meal for 5 Euros and for families there are great international schools and day care centers.

We are looking for men and women who are passionate, understand the urgency of start-up setting and take pride in the ownership of their tasks while functioning fully in a team setting.

For this position, Inventorum is looking forward to hearing from applicants with experience in customer support for software-as-a-service solutions. Our compensation is competitive in salary and includes all the benefits of German social security. We are an equal opportunity employer and encourage anybody to apply who feels to be up to the challenge.

Contact

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