

OMQ develops successful AI-based systems for customer support. OMQ is a thought leader, a doer, and is looking for you!

As soon as possible we are looking for a:

## Customer Success Manager (m/f/d)

in Berlin

OMQ is a pioneer of artificial intelligence in customer service. With our products we revolutionize the way businesses communicate with their customers. Every day we want to understand a little more of what makes excellent customer communication. We work closely with international companies to answer their service requests with our SaaS software.

As Customer Success Manager, you are the first point of contact for our customers and familiarize them with the various topics relating to our products. In doing so, you work closely with product management and marketing to understand customer needs, implement them with our products, and thus inspire our customers.

### Your Duties

- You are the first point of contact for our global B2B customers.
- You help our customers to switch from manual service processes to automated processes and make sure that acceptance is guaranteed.
- Together with our customers, you introduce new products and features to groups or individuals.
- You understand the needs of our customers and help them implement them with our products.
- You recognize potentials for the use of additional OMQ products.
- You present innovations to our customers and accompany them through their introduction.
- You work with other departments, such as Sales and Product Management, to ensure optimal support automation for our customers.
- You recognize optimization possibilities early on and support our customers in solving problems.
- You carry out regular feedback calls and establish a trusting customer relationship.

## Your Profile

- You bring along experience in the field of customer success management.
- You have an interest in and understanding of technical solutions and new market trends.
- You are communicative, open, interested and like to interact with people.
- You communicate willingly and confidently with customers in German and English.
- You take responsibility and drive projects independently.
- You have a proactive, organized and careful way of working.
- You are independent and you enjoy teamwork.

## What we offer

We are a motivated international team consisting of computer scientists, linguists, and marketing and customer managers. OMQ is as agile as a startup and as reliable as a mid-market company. We have open and transparent communication, promote autonomous responsibility, and have a hands-on mentality. We are independent, profitable and, together with new team members, we now want to develop international markets in order to reach the next stage of our corporate development.

Our airy, historical office building is conveniently located in the heart of Berlin. We offer flexible working hours, opportunities for home office days, regular team events and a pleasant informal working environment.

## Your Application

We look forward to you becoming a part of our team.

Please send your application (including cover letter and CV) to [jobs@omq.de](mailto:jobs@omq.de). Contact person is Frank Lopez.

### **OMQ GmbH**

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