

be as one

be ambitious

be open-minded

be innovative

bao, founded in Munich in 2017, has set itself the goal of supporting sales teams in having exclusively good conversations. That's why bao helps companies to systematically and measurably improve their sales conversations. The Conversation Intelligence software identifies success factors in the sales process using Artificial Intelligence and supports the implementation of best practices in real time. bao generates structured, analyzable insights from conversations and provides sales teams with real-time, data-driven guidance on the next best action to succeed in conversations and systematically drive deals forward. In 2020, we succeeded in becoming the leading European provider of conversation intelligence software - and we are still far from reaching our goal.

Customer Success Manager

(w/m/d)

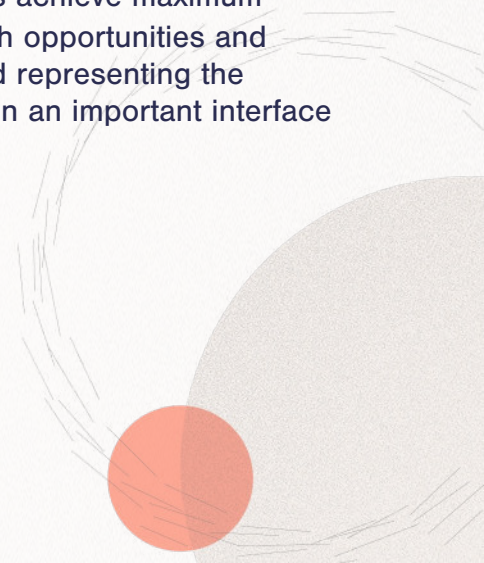
AT A GLANCE

WE have a great sense of humor, are a team of likeable personalities, offer freedom in "how" and "where" and a working environment with heart and brain in which you feel comfortable and which encourages and challenges you every day.

YOU enjoy customer contact, like being a pioneer, want to take on responsibility and have an eye for the big picture. In short: You get things done.

YOUR RESPONSIBILITIES

As an experienced Customer Success Manager, you are decisively responsible for customer loyalty and satisfaction. By working in partnership and proactively managing the customer relationship, you will help a variety of customers achieve maximum success for their business with bao and maximize their growth opportunities and investment in bao. Working closely with our Product team and representing the customer perspective in product development, you will take on an important interface role that requires daily focus and prioritization.



TRANSLATED INTO ACTIVITIES THIS MEANS

You inspire our users with bao! As a trusted advisor, you will be at the side of our customers from the first customer access touchpoint in onboarding to the active use of the bao software.

- Proactively shaping the customer relationship and empowering your customers to achieve maximum success for their business with bao
- Take over the complete onboarding from management kickoffs to business reviews
- Developing success plans based on the goals and success factors agreed upon with the customer and bao
- Providing the product team with qualified feedback on the usability of our software from the customer's perspective

YOUR PROFILE

- After your successful graduation you have at least 1.5 years of experience in a role with intensive customer contact, e.g. in account and/or project management.
- You have good project management skills and can convincingly present content and results to different stakeholders.
- Your way of working is structured and analytical. You get to the point!
- Customer orientation is in your DNA.
- You don't think in terms of problems, but in terms of solutions, and you don't lose sight of the needs of others.
- You speak fluent German and English

WHAT WE OFFER (AMONG OTHER THINGS)

- (Really!) Flexible working hours
- Choice between office (downtown location/HBF) and home office
- Compatibility of job, family/private life is important to us. We find a solution for all constellations.
- High degree of personal responsibility - every team member counts!
- Start-up spirit - open and authentic communication
- Attractive employee participation program
- 30 vacation days

Have we aroused your interest?

We are looking forward to your application including your CV.

