



## PR/087207 | Customer Success Specialist (CRM / SaaS) (m / f / d)

### 募集職種

#### 人材紹介会社

ジェイエイシーリクルートメントドイツ

#### 求人ID

1559263

#### 業種

ITコンサルティング

#### 雇用形態

正社員

#### 勤務地

ドイツ

#### 給与

経験考慮の上、応相談

#### 更新日

2025年09月23日 11:07

### 応募必要条件

#### キャリアレベル

中途経験者レベル

#### 英語レベル

無し

#### 日本語レベル

無し

#### 最終学歴

短大卒：準学士号

#### 現在のビザ

日本での就労許可は必要ありません

### 募集要項

#### OVERVIEW

The leading software house specialised in tailor-made estate and property management solutions and platforms. Aiming to provide an all-in-one solution to clientele, with over 30,000 clients using their solutions to run businesses worldwide.

#### KEY REQUIREMENTS:

- At least 2 years of experience in customer success, onboarding, solution enablement, product support or technical helpdesk role
- Proven experience in troubleshooting IT, CRM, or SaaS technical issues
- Native German speaker and fluent English communication skills

#### JOB RESPONSIBILITIES:

- This position will focus on customer success and be responsible for training sessions and onboarding new and existing customers on the company's platforms effectively
- Take ownership of initial training to online activation for the customers in DACH region
- Ensure new customers' first experience is positive
- Resolve and provide advice on technical implementation issues
- Work closely with product development, sales, and global teams to develop new training methodologies, playbooks, email templates, workshop decks, etc.
- Provide accurate reporting for all client contact and training on Microsoft Dynamics CRM

#### REQUIREMENTS:

- Technical educational background in Computer Science, Engineering, IT, or equivalent hands-on credential
- Ability to convey complex technical information in a simplified and easy to understand manner to a general audience
- Aptitude for learning new technologies quickly
- Eligible to work in Germany and based in North Rhine-Westphalia (NRW)

#### BENEFITS:

- Hybrid work with 1 day at the office in Düsseldorf
- Flexible working hours
- 25 days of annual leave plus national and local public holidays
- Employee assistant and onboarding program

#LI-JACDE

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: <https://www.jac-recruitment.de/privacy-policy>

Terms and Conditions Link: <https://www.jac-recruitment.de/terms-of-use>

---

会社説明