



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

*Hamburg / Remote*

We founded heiland.com in Hamburg, Germany in 2016 with the idea that heiland.com could be more than just the next tech start-up. It would be a collection of experiences, relationships, people and the meaningful things we create in this journey of life. And in our case, those creations are products of vision. Software with a soul. Our vision is to increase global animal health significantly by empowering veterinarians through technology.

### What you will do 🧑💻

- Support our supplier relations team in delivering existing and developing new services for suppliers on the platform.
- Support our customer relations team in understanding customer needs, deriving feature requests and increasing customer engagement.
- Work closely with the product owner to provide them with knowledge and tooling that will help them to be experts in related product areas.
- Responsible for initiating, driving and supporting cross-team efforts.

### What you should offer 🧑🏻💡

- You have an independent, self-reliant and flexible way of working in projects
- You are comfortable working in a multinational company
- You should be fluent in German and English
- You are a communicative person, who feels comfortable speaking with customers and partners.
- You feel confident in working with the office software (i.e. Excel)

## What would be nice to have 🧑

- Language skills in French would be awesome
- Previous work experience (e.g. in the veterinary industry)

## Our mantra 🧠

- Respect the needs and feelings of others
- Consider the needs of others as important as your own
- Stop and think how your actions will affect others
- Put yourself in other people's shoes
- Think of little things to bring others happiness

## Apply for this Job 🚀

Drop us an e-mail with your CV or LinkedIn profile at [r.guenther@heiland.com](mailto:r.guenther@heiland.com)