



## **Join the Excitement at Hotel MSSNGR!**

Are you ready to step into the heart of innovation and hospitality excellence? Look no further than Hotel MSSNGR, the forefront leader in revolutionizing guest communication and enhancing the luxury resort experience across the globe.

Imagine being part of a team that empowers luxury resort hotels to establish direct connections with their guests through cutting-edge technology. At Hotel MSSNGR, we're all about creating unforgettable journeys, and you could be the missing piece to our puzzle.

Our cloud-based software opens the doors to seamless guest engagement through multiple platforms - from sleek smartphone and tablet apps to captivating digital signage and in-room TV feeds. Elevate guest experiences with features like hassle-free self-service bookings, personalized guest chats, and swift check-in/check-out services. Whether you're a small, intimate boutique hotel or a sprawling resort, Hotel MSSNGR tailors its solutions to your unique needs.

Embark on this exhilarating journey with us - a journey that began in 2012 and now spans nearly 500 hotels worldwide!

## **Join Our Dynamic Team as a Customer Success Manager (w/m/d) at Hotel MSSNGR in Vibrant Berlin!**

Are you ready to embark on a journey of innovation and client-centric excellence? Hotel MSSNGR is on the lookout for an enthusiastic and driven Customer Success Manager (w/m/d) to become a vital part of our exceptional support team in the heart of Berlin. If you're passionate about creating lasting relationships, solving challenges with finesse, and being an integral part of a high-impact product, then this opportunity is tailor-made for you!

### **Why Hotel MSSNGR?**

At Hotel MSSNGR, we thrive on pushing boundaries and redefining what it means to deliver impeccable service in the hospitality industry. As a Customer Success Manager, you will be at the forefront of this revolution, shaping the way clients experience our innovative solutions. Working collaboratively with talented professionals from sales, product design, engineering, and product management, you'll contribute to the creation of a thriving, customer-focused product.

**Your Impact**

As our Customer Success Manager, you'll be the voice of our valued clients, advocating for their needs and ensuring their long-lasting satisfaction. Through your exceptional communication skills and sharp problem-solving abilities, you will build and nurture strong client relationships that stand the test of time. Your keen eye for detail and analytical prowess will be instrumental in identifying and prioritizing tasks that drive continuous improvement.

**Key Responsibilities**

- Forge and nurture enduring client relationships, championing their perspective throughout our product development process.
- Cultivate a deep knowledge base across diverse channels to efficiently onboard, support, and educate our clients.
- Collaborate within a cross-functional team, aligning priorities with our clients' best interests to enhance the product.
- Measure support performance and uncover avenues for enhancement, including automation and insightful reporting analysis.
- Keep users engaged by effectively communicating release notes and newsletters, ensuring consistent product engagement.
- Efficiently manage our data entry team of part-time workers, ensuring seamless operations.

**Your Skills**

- Leverage your minimum of one year's experience as a Support Manager or Customer Success Manager to drive exceptional results.
- Showcase your customer-centric mindset, particularly within the realm of services and mobile applications.
- Harness excellent communication and teamwork skills to foster collaboration and achieve collective goals.
- Unleash your keen attention to detail and analytical capabilities, driving continuous improvement.
- Embrace a passion for travel and hospitality, a quality highly prized in this role.
- Besides English, proficiency in spoken and written German, Italian or Spanish is a bonus, enhancing your ability to connect with clients.

**What Awaits You**

- Revel in 5 weeks of paid vacation, allowing you to recharge and explore.



- Bid farewell to pointless meetings and embrace a focused work environment.
- Immerse yourself in our stylish loft office in the heart of Berlin-Kreuzberg.
- Engage in a myriad of social events, from team dinners to cultural outings and sports activities, fostering strong bonds.
- Embrace a remote work culture that empowers your flexibility.
- Thrive within a fantastic team of like-minded individuals, driving each other to greatness.

If you're ready to embark on a thrilling journey where your skills, passion, and dedication can truly shine, Hotel MSSNGR eagerly awaits your application. Join us today and help redefine the future of hospitality excellence!

*Equal opportunities for all. We strongly encourage applications from people with different backgrounds and experiences.*

Please apply through our online form:

<https://airtable.com/appmc8lDzkuGY6hGH/shrrJFoJR6LKYfTtS>