



# Customer Success Manager (m/f)

We at **FOURSOURCE** are building a unique and innovative fashion & textile global sourcing platform. The company is well funded through industry-near investors and driven by the absolute will to attack a 3-digit billion \$ global market problem. Our vision is to resolve the missing transparency in the highly-fragmented fashion sourcing market. We provide the solution that enables all market players to massively speed-up their cycle time, be on-trend, and leverage their value proposition to their customers.

To pursue our ambitious growth and market strategy, we are looking for a **Customer Success Manager (m/f)**. In this position, you will be working directly with our Head of Customer Success, and be responsible to help our customers to take the maximum out of our solution.

## Your responsibilities:

- Participation and implementation of our customer success strategy worldwide
- Self-dependent execution of the entire customer success process
- Develop, document and implement scalable customer service and customer success procedures
- Drive and support the customer usage of our platform
- Manage and reply various customer inquiries with the aim to ensure a strong customer relationship
- Drive our KPIs to regarding platform usage, customer satisfaction, success and retention
- Close collaboration with the Sales, BI and Technology teams to identify customer needs and optimize our product

## You come with:

- At least 2 years of professional experience in customer success or related fields
- Excellent communication skills with an outgoing and extremely engaging personality - both with customers and within an organization
- Drive, high ambitions, flexibility, and a strong bias for action at fast pace
- Good analytical skills, with an eagerness to work hard and achieve exemplary results
- Excellent oral and written language skills in English and German, additional languages are a plus
- Understanding of digital solutions, fashion or sourcing are a plus

## We offer:

- A position with high degrees of responsibility and autonomy
- An attractive compensation package
- Plenty of room for personal growth, professional development and high impact
- A highly talented, dynamic, and international team
- Entrepreneurial experience in a well-financed, international company

Location: Berlin

We are looking forward to receiving your convincing application! Getting in touch with us – [jobs@foursource.com](mailto:jobs@foursource.com)