



Team Lead Customer Success (Buyer)

Berlin (Mitte)

FOURSOURCE resolves the missing transparency in the highly fragmented global sourcing markets and makes apparel sourcing simpler, faster, safer and more efficient. Our mission is to digitalize the marketing and sales processes of garment manufacturers and to simplify the daily work of professional garment buyers. Founded in 2016, we have become the world's largest and fastest growing sourcing platform with a 5-digit number of members across 84 countries and teams in Germany (Berlin), Portugal, Turkey, India and Pakistan. To pursue our ambitious growth strategy, we are looking for an experienced **Team Lead Customer Success Buyer** (m/f/x).

Your responsibilities:

- Build and maintain strong buyer relationships with key accounts
- Manage and further develop the buyer customer success teams
- Increase platform adoption and user engagement to increase loyalty and to prevent churn
- Develop strategy to reactivate inactive members
- Take full ownership of the entire buyer onboarding process
- Understand buyers needs and constantly collect their feedback to drive platform improvements
- Implement process for buyer profile validation within the application
- Handle and resolve complex customer requests and complaints

You come with:

- 3-5 years of work experience as a Sourcing Manager or Product Manager in textile industry
- Knowledge of apparel sourcing, procurement, manufacturing and costing
- Experience in supplier management and compliance management
- Ambition to make apparel sourcing faster, less risky and transparent through digitalization
- Knowledge of digital solutions and experience in working with digital applications is a plus
- Strong organizational talent, paired with high levels of problem-solving skills
- Ability to work in an international team, high levels of reliability and a systematic mindset
- Excellent communication skills in German and English language

We offer:

- High degrees of responsibility and autonomy with plenty of room for personal growth, professional development and high impact
- Exciting tasks in an expanding, cross cultural and innovative environment with flat hierarchies
- A highly talented, dynamic and international team, a wonderful office in Berlin Mitte and several team events per year (partly together with our different country teams)
- An attractive salary