

Customer Success Manager | Project Manager (f/m/d)

You are constantly looking for new technical challenges and want to make the eCommerce market fairer again with shopstory. Do you have an affinity for eCommerce, digital marketing? We are a startup that is in the process of helping entrepreneurs with their online advertising in an automated and AI-controlled way. With shopstory, Google advertising has never been that easy and affordable. Thanks to our growth, we are looking for suitable and motivated employees to strengthen our Customer Success Team.

Your tasks:

- First point of contact for newly acquired customers
- Support the build up of our customer success team
- Assisting our new customers with the setup/onboarding of our software solution (e.g. Google Ads, Conversion Tracking)
- Ongoing performance review of our customers' software usage and derivation of recommendations for them
- Support the further improvement of our software and the related customer success processes

Your profile:

- Practical experience in online performance marketing (Google Ads, Google Analytics, Conversion Tracking, etc.)
- Bachelor's degree or higher ideally with focus on (online) marketing, e-commerce, economics or tech
- Independent customer-centric work style
- Independent and result-oriented way of working with high willingness to learn
- Ambitious, curious and passionate about the startup culture, venture capital and technology
- Strong communication skills in German and English
- Understanding of the e-commerce field and its underlying processes (advantage)
- Onlinemarketing agency experience (advantage)

Your time with us:

- Varied tasks with room for initiative, independence and responsibility
- Wide range of tasks with room for personal initiative, independence and responsibility
- Startup working atmosphere (including work equipment) in an interdisciplinary team with flexible working hours as well as a nice office with a fitness room
- Further employee benefits (e.g. prepaid card with 4.40€ restaurant budget for each workday)
- Working together with a young and highly motivated team
- The opportunity to build up a software and AI startup
- Compensation with appropriate qualifications: gross annual salary starting at 36.076€

Apply now!

Are you interested or do you have any questions? Then let us make ads easier together. We are looking forward to receiving your application (CV, certificates, references). You can find more about us directly on shopstory.ai/karriere.

