

Customer Success Manager (all genders)

BRING YOUR TALENT TO THE TECHNOLOGY BEHIND TRAVEL

Please note: Non-EU citizens need to have a work permit.

The conditions for this job do not meet the requirements for an EU Blue Card.

GIATA is an international travel technology company with clients in nearly 80 countries. As the market leader for content, we offer hotel descriptions in 25 languages, as well as the world's largest hotel-matching database. We are located in the beautiful district of Kreuzberg in Berlin, not far from the Oberbaum Bridge.

At GIATA we believe that complex problems deserve simple solutions. It is important to us that the services we provide are high-quality but also easily available to anyone. Our team is currently working on the next generation of travel technology products.

If you are highly motivated, have a solid grasp of technology and would like to work in a fun, supportive team atmosphere, then we look forward to receiving your application!

We are looking for a committed person to strengthen our small, growing team as soon as possible.

Your role:

- Advising existing customers (including hotels, travel portals/OTAs, tour operators and IT firms) on the optimum use of GIATA licenced products via email and over the phone
- Providing product-specific support for technical GIATA services (including XML interfaces, web applications and database content)
- Documenting and maintaining customer data
- Documenting and maintaining product information (knowledge base)
- Assisting specialist departments with special projects
- Participating in product development
- Coordinating liaison with internal specialist departments as well as external teams and service providers

Your profile:

- Excellent verbal and written communication skills in German and English
- Sound knowledge of MS Office, various web applications and CRM tools (ideally HubSpot)
- Quick comprehension and logical thinking
- Structured, careful, autonomous and solution-based approach
- Service mentality and customer focus

The following will make onboarding easier but are not essential:

- Knowledge of the international hotel and tourism industry
- Experience in customer support (ideally B2B)
- A professional qualification, e.g. in office management

What we offer you:

- Job with a market leader in an easily accessible, central location
- Full or part time employment (25 to 40 hours a week)
- Working hours between 8:00 am and 6:00 pm (shift system)
- Flexitime with the option of taking time off in lieu of overtime, even by the day
- Contact with the largest international companies in the tourism industry
- A dynamic, open-minded team
- Support for your professional development
- Complimentary coffee, tea and fruit; company events

If this appeals to you,
we look forward to receiving your detailed application **by email only** at: jobs@giata.com

Please attach your documents (cover letter with salary expectations and preferred start date, curriculum vitae, references) as a PDF file.

Your contact person is Ms. Soualmi
We look forward to meeting you!

Visit us at www.giata.com 