



By selecting Klopotek, publishers get what they need for completing essential tasks: innovative, interactive apps & a direct connection to people who support them with inspiring ideas

Publishers bring exciting stories, new approaches & ideas, exchange of knowledge, and important elements of discussion to our societies. As different as they can be as companies & organizations, they share many similarities in terms of workflows & challenges: behind the scenes, new products are planned & costs calculated, rights acquired & checked, contracts negotiated & signed with authors, translators & illustrators approached & paid, distribution channels selected, participation at events planned, and so much more ... And we live in hugely challenging times for publishers: titles should be brought to market even faster & in different formats, new channels be explored, content be offered in chunks, new and changing target groups be attracted.

Our browser-based apps, available in the Cloud, help with all of this, and our mission includes to be among the first to find out about & understand new market developments and create technologies to find solutions. Without creative, inspiring & dedicated employees, this would not be possible. This is why we are constantly looking for new talent & experienced professionals. At our office in Gioia del Colle (I), Hilversum (NL), or Berlin (working remotely is also an option, after having been trained), we currently have a vacancy for the position of a

Junior Customer Success Manager for Public Cloud Services

As part of our highly motivated Customer Success team, you will act as a central point of contact for our customers who use our software in the Public Cloud – regarding their commercial inquiries, orders, issues, and maintenance & license questions, including making offers and promoting new projects to them.

In this varied role that requires a high level of flexibility, some of your key tasks will include:

- Acting as the first point of contact for our customers regarding any questions or issues with their current Klopotek apps and their functional scope; providing consulting & being open for stepping in to help resolve major issues and for becoming aware of sales cases/opportunities with the customers and supporting our Sales department in making them happen.
- Forwarding orders requested by customers to the right person; initializing change requests from and configuration changes (planned & ad-hoc) for customers internally.
- Keeping an overview of tickets (support requests) created by customers and tracking important 'prio 1' tickets; forwarding high-level topics to our Ops team; coordinating requests from individual customers with others and the general maintenance schedule.
- Monitoring the status of very important tickets to ensure that the contractual SLAs are being complied with (for Technical Application Mgt / Functional Application Mgt / Hosting customers).
- Addressing invoicing issues to secure that payments are received in due time.
- Organizing regular meetings with key counterparts from our customers and with other team members to maintain & raise awareness for major developments/issues/opportunities.
- Creating, sending & discussing reports on the issue management & resolving progress; monthly cost unit control and release.
- Assisting people in other departments with your specific knowledge.

Your profile

- Ideally, you have completed an education relevant for this position (e.g., Bachelor's degree in Business Studies, IT, Project Management, or a related field); more importantly, you have practical problem-solving skills.
- Your approach to work is analytical, efficient, flexible, and customer-oriented, you are an open-minded person and a team player.
- It would be great if you have some knowledge of Cloud computing services (AWS, Azure, Google Cloud, etc.) and their application in ERP systems.
- Previous experience in a customer service or support role is desirable, particularly within the tech or publishing sectors. Ideally, you have a proven record of managing customer relationships; it is vital that you have a strong customer-oriented mindset
- You are fluent in English (business level) with excellent communication skills; some knowledge of German would be highly desirable.

Your benefits of working with us

- Flat hierarchies and a good atmosphere with a high level of collegiality
- Excellent work-life-balance: flexible working hours & the option to (partly) work from home; you will have the opportunity to occasionally visit & work from our other offices
- Training tailored to your individual needs
- Benefits/contribution to commuting costs/pension scheme

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You will work in an interesting, international team with low-profile hierarchies and will have, from the beginning, your own responsibilities. Over 14,000 users work with our software – by joining us, you will significantly contribute to our goal of making life easier for people in publishing & media. As regards your working hours and requirements to align work and family life, we are as flexible as possible, and we're always open for your ideas for your personal development.

Join us – together we can achieve more!

We look forward to receiving your application!
Please send your CV and covering letter to: recruiting@klopotek.com
and don't forget to include your salary requirements
and some information on your availability.

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