



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

Join us if you want to be part of our mission to help publishers and media companies to embrace digital change by providing innovative software and services. Our publishing software and consulting services are an essential element in the publishing market to drive change. Large company groups, but also creative independent publishers, are representative of our customer base. We can only meet their expectations with creative people in our teams. 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

## Customer Success Manager (STM / Special Interest publishers)

As part of our dedicated and highly motivated Customer Success team, you will act as a central point of contact and source of expert advice for our customers in the field of STM (Science, Technology, Medicine) and Special Interest publishing 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 system and its current functional scope incl. ongoing projects; 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.
- 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 at different levels 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.
- Coordinating & supporting software implementations, updates, and upgrades at the customer's end (on premise and Private Cloud) – some travel necessary in the region of Southern Germany.
- Assisting people in other departments with your specific knowledge.

### Your profile

- You have completed an education relevant for this position (e.g., Bachelor's degree in Business Studies, IT, Project Management, or a related field); 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 STM, Special Interest, and /or Legal & Tax publishing and the challenges these market segments are facing, especially in the context of ERP system management.
- 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 both English and German (business level) with excellent communication skills.
- Business travel: it would be important that you are willing to do short-term trips in Southern Germany.

### 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](mailto:recruiting@klopotek.com)  
and don't forget to include your salary requirements  
and some information on your availability.

Klopotek & Partner GmbH  
Sylvia Pordzik, Tel. + 49 30 884 53-182  
Lorenzweg 5, Aufgang A, 12099 Berlin  
[www.klopotek.com](http://www.klopotek.com)