

# Looking for Customer Success Manager

## Open full-time position as a Customer Success Manager in a growing mixed reality

In order to be able to offer first-class customer service, we are looking for a person who explicitly takes care of our customers' needs. First and foremost, this means being the primary point of contact for our customers and helping to optimize our internal processes. As we are a small team, you will have the opportunity to gain insight into all our areas of activity and therefore, come into direct contact with all facets of our business. We strongly believe in a team spirit: a team that laughs together stays together.

### Responsibilities:

- Being the primary point of contact for our customers, answering their questions about our service and supporting them in dealing with their problems
- Support on- and offboarding of our customers
- Deal with complaints with the aim of finding holistically satisfactory solutions
- Act as interface between our customers and the development department to reflect customer requirements in our product
- Being in constant exchange with other team members to improve internal processes
- Review customer complaints and concerns and seek to improve the customer experience
- Leading activities in further expanding our FAQ, creating educational and customer support materials

### Your profile:

- You have experience in project management, any experience in a tech startup is an advantage
- You feel comfortable in a fast-paced environment with constant changes
- You are an organizational talent and approach problem-solving on your own initiative
- You are an empathic and communicative personality and enjoy direct contact with people
- You are fluent in German and English, any other language is a plus

Interested?



### Your Engagement:

- Start: February 2023 or according to agreement
- Workload: 100%
- Location: Zurich / Home Office

### What we offer:

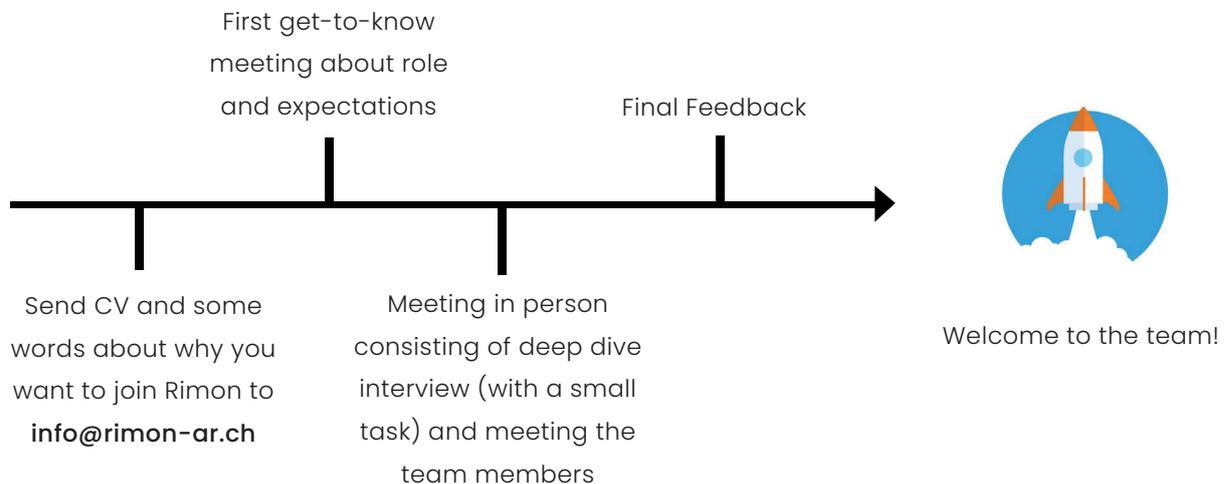
We offer flexible working hours as well as a hybrid work environment. Our team consists of members with different background but all sharing the same entrepreneurial mindset. We foster an uncomplicated, down-to-earth yet high-paced working environment where the best argument counts. We work in a dynamic and results-oriented way and are not afraid to take risks. This means that we believe in ownership – therefore, you will be empowered from day one. Most importantly, we grow from the challenges and have fun in our daily work and regular team events.

### A couple of words about Rimon:

We were founded in 2020 and have worked together with Small and Medium sized Enterprises as well as large enterprises to augment their frontlines workers. We do this by supporting them on the job, while documenting their process on-the-go.

These interactive manuals run on Augmented Reality capable devices, such as phones, tablets, and AR-glasses.

### Interested? Apply today!



If you have more questions, get in touch!



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