

PlagScan

Customer Success Manager (m/f/x)

in Cologne, Germany

Top-Features: IMPACT, FREEDOM, DIVERSITY



We are:

... a prospering tech company developing cutting edge algorithms and user interfaces for **full text analyses**. Our Cloud Software PlagScan (SaaS) is on a mission to set **THE universal standard for plagiarism checking**, in order to enable a **fair valuation of scientific and educational writing**. As an easygoing and downright ambitious team of around twenty people our product already helps more than 250.000 users every month! We operate in 4 languages and have over 2000 organization's as customers on all continents. As market leader in D/A/CH we are now specifically reaching out to USA and Australia.

You are:

... at a point in your career, where you are looking for a **challenging and diverse** job. You appreciate freedom at work and embrace the responsibility which comes with a self-dependent job. The mixture of working with a team, primarily soaked with the tech-gene, is great for you, because you bring business acumen along with a **love for IT** (a heart for nerds). Your curiosity makes you wanting to be involved in as many company matters as possible. Doing "business as usual" is not your thing, but rather you embrace the challenge of adapting to new situations and developing solutions, which actually come to live by your hands.

Eventually, you are looking for purpose and find it in working on a solution, that creates a positive impact on science and education!

Your job in numbers:

- 40% - sales / CRM
- 30% - support (first level, pre-sales, after-sales) / Ticketing system
- 20% - internal projects & communication
- 10% - marketing

Hauptstz / Headquarters
PlagScan GmbH
Grüner Weg 10
50825 Köln
Deutschland
Registergericht / court of jurisdiction:
Amtsgericht Köln, HRB 73381
USt. ID: DE267078551

Telefon / Telephone
+49 (0) 221 75988992
Fax
+49 (0) 221 75988996
E-Mail
info@plagscan.com

Geschäftsführung / Executive Board
Markus Goldbach (Geschäftsführer/CEO)
Johannes Knabe (Geschäftsführer/CTO)

Bankverbindung / Bank Account
Deutsche Bank Mainz,
Kontonummer / account number: 0505032
Bankleitzahl / bank code: 55070024.
IBAN: DE81 550 700 240 0505032 00
BIC/SWIFT-Code: DEUT DE DBMA1

Job Description - as a member of our sales team you will:

- Use multiple communication channels like social media, ticketing system (ZenDesk), CRM (SalesForce) and emails to interact with our customers.
- Learn how to sell and administer a SaaS solution.
- Learn project management skills by taking part in our internal projects
- Self-dependently execute projects, moderate workshops, make decisions, that have an impact on the future of our company
- Improve your cooking skills, sing in front of your colleagues, play various team sports like laser-tagging, rafting or archery and learn about different cultures.

Job requirements:

You do NOT need to fulfill them all, but the more of those basic requirements you hit, the better:

- Excellent English, as it is our company language (other languages are a nice plus, given we operate internationally and have an international team in Cologne!)
- Good understanding of / great interest in IT in general
- Credibility – excellent education and communication skills, allowing you to come across as knowledgeable and professional to an academic audience
- Service mentality: Customers are our kings and as an advocate of customer requirements you bring along the empathy to listen to their needs and feed it back to the team
- Analytical thinking and project management skills.

Benefits:

- Competitive salary
- Full-time, flexible hours, home-office
- (PYOD) Pick your device and equipment - or bring it
- Benefit package included (train ticket, free drinks&food, team&sport events, etc.)
- An insta-worthy office in Cologne



When can I start?:

We are looking for someone asap, so don't hesitate to send your application now to jobs@plagscan.com