



## Team Assist Sales (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 organizations as customers on all continents. As market leader in D/A/CH we are now specifically reaching out to USA and Australia and need assistance for these 3 markets.

### You are:

... looking for a **challenging and diverse** workplace, where you can operate at eye level with an ambitious team, that is working on a high level of self-dependence. 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). You have a thorough way of working and good organisational skills. You understand the importance of CSM, the impact on the whole sales cycle and the added value of your position as part of the Sales Management Team. Your **ambition and fast-thinking agility** are more important than studies and background. In a growing 'scale-up' you thrive learning new technologies, because you know the power of digital processes. Your goal is to understand the customers and support their PlagScan journey. **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% - Customer Success, Sales with 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 DBMAI

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

- Use multiple communication channels like CRM (SalesForce), ticketing system (ZenDesk), Livechat, social media, and emails to interact with our customers
- Learn about our whole sales cycle and be fully engaged with the business team
- Learn agile project management skills by taking part in our internal projects
- Self-dependently execute projects, moderate workshops, make decisions with impact.
- Cook, play and laugh within a family work environment, while embracing culture diversity
- Seniority Level: We look for 1 - 3 years of job experience with a drive for improvements.
- 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

## Job requirements:

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

- Understand the Customer Success Cycle and improve pain points
- Fluent German and English, as it is our company language (other languages are a nice plus, given we are an international team in Cologne and operate globally!)
- Great interest in IT + basic understanding of software development
- Credibility – your education&communication allows you to appeal to academic clients
- 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



## Benefits:

- Competitive salary
- Full-time, flexible hours, home-office
- (PYOD) Pick your device and equipment - or bring it
- Benefit Package (Free, drinks, snacks, lunch days, monthly team events, train ticket, etc.)
- An insta-worthy office in Cologne Ehrenfeld (rooftop terrace with incredible views)



## When can I start?:

We are looking for someone asap, so don't hesitate to send your application now to [jobs@plagscan.com](mailto:jobs@plagscan.com)

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