

# Customer Success Manager France (m/f/d)

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## Entertainer & People Person?

**Drop in!** All the incredible people here at waterdrop® ([www.waterdrop.com](http://www.waterdrop.com)) have been shaking up the beverage industry with our innovative microdrinks, encouraging people around the world to drink more water in an enjoyable, healthy and more sustainable way. We are very proud of the amount of plastic bottles, carbon emissions and sugar content that we save everyday. Our rapid growth has resulted in well over 500,000 satisfied customers, 18 waterdrop® stores, a number of loyal corporate customers and a listing in over 3,500 retail markets. Our next step is to conquer Europe, and we need YOU to help us with that. A passionate **Customer Success Manager (m/f/d) for the French market!**

If you want to join our journey and become a part of our success story, we have the right challenge for you! We are an international and incredibly dynamic team who always find a good reason to drink.

### **Your responsibilities at waterdrop®:**

- As a Customer Success Manager (m/f/d), you take full ownership for all customer inquiries via e-mail and telephone and you ensure high class customer support for the French market
- You take full ownership for all customer requests, read their wishes and leave them feeling satisfied
- You are the first touch-point for a number of remote Customer Service Agents, you create working schedules for your remote team, you train new colleagues and you support them with questions of any kind
- You are in close contact with other internal teams and external partners and report any problems reported by our customers to get them resolved as quickly as possible
- You continuously improve our processes and the quality of our customer service and ensure the best customer experience at all times

### **Your strengths and qualifications:**

- You are a native French speaker. Additional languages are a plus.
- You radiate enthusiasm and empathy, you love social contacts, you always carry a smile and you've always got a cheeky comment ready
- With your engaging personality, you turn an upset customer into a waterdrop® fan
- You have a very structured working style and you love to tick to-do boxes
- A pulsating and fast paced environment pushes you to your highest performance

### **What we offer you:**

- A high level of responsibility from day one, working in a young, international, dynamic working environment
- A high learning curve and attractive career opportunities in one of Europe's most successful e-commerce companies
- A very positive atmosphere, flat hierarchies, collegiality, time flexibility and respectful interaction is what we all enjoy here at waterdrop®
- A modern and well-equipped office in the heart of Vienna, fresh fruits, supporting your fitness club membership, regular team lunches and breakfasts, not to mention legendary summer and Christmas parties!

**Wanna drop in?** Just send your application documents in English or German through the application button. Austrian law requires us to post a minimum salary for this position, which is € 2.000 - gross per month (for a full-time job). However, our attractive salary packages are based on current market salaries and are therefore well above the stated minimum salary.

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## Additional information

Location	<b>Vienna</b>
Position type	<b>Full-time employee</b>
Start of work	<b>As of now</b>

## Responsible

Marie Schneider