

# Customer Success Manager at MANUS

## Role description

We are looking for a Customer Success Manager. Help customers grow and achieve their goals while simultaneously strengthening their relationship with our organization. As the Customer Success Manager at Manus, you take care of our lead and customer inquiries and help them achieve the best results with their Manus products.

## Your activities

- Reach out to customers post sales to gather feedback and assist them with their project(s).
- Set up interviews for product feedback and market reviews.
- Translate this feedback to internally useful information for the different teams (software, hardware, marketing, etc.).
- Manage and respond to customer support questions
- Manage and respond to customer repair inquiries

## Our ideal candidate

- Perfect English in speaking and writing
- Experience with customer contact and professional communication
- Familiar with high-tech products (either hard- or software)

## A bonus would be

- Knowledge of motion capture hardware and software
- Knowledge of VR/AR/XR hardware
- Working proficiency in additional languages (e.g. French, German)

## What we offer

- Competitive salary based on experience and value that you bring
- 25 vacation days and 8% of holiday pay based on a 40 hours work week (full time)
- Working in an exciting entrepreneurial environment and highly skilled team
- Working with state of the art innovative technology
- Career opportunities in a fast growing company
- Excellent pension scheme
- Plenty of fun activities with the team