eggheads

Implementation Manager (m/f/x)

Description Title

Join us eggheads on our current path to becoming the leading PXM platform in Europe! In our Customer Success Team, you're not limited to a single niche. You help our customers to master our software, you collect feedback, you foster customer growth, and you bring all of the customer's processes revolving around Product Information Management to the next level!

As an Implementation Manger in our fast-growing Customer Success Team, you control implementation projects on your own. Throughout, you analyze product processes and organization structures of our new customers, to then support them in optimizing their use of our software.

Tasks

- Independent requirements analysis of our software for new customers
- Structured support for software implementation via e-mail, phone, online and offline workshops, and web demos
- Securing customer satisfaction with your support for product information management in our software, eggheads Suite
- Checking, preparing, and supporting the import of existing customer data into our software
- Collaborating with co-workers to design software training material, e.g. help center articles or description videos
- Continuous optimization of processes revolving around our software, e.g. automating selected work steps

Your Profile

- You have a university-level degree in economy, social sciences, or the natural sciences
- You've already gathered first professional experience in the field of Customer Care or Account Management in the B2B software field
- Working with MS Office – Excel in particular – poses no problem for you
- Ideally, you're already familiar with some of the communication tools we use (e.g. Jira, GoToWebinar)
- You're interested in product data, organizational matters, and software technology
- You're oriented towards customer and service, and have a confident appearance
- You work independently and reliably
- You can communicate clearly in both written and spoken German and English (C2)

Carrier Level
Professional

Beginning of Employment
As Soon As Possible

Employment Type
Full-time

Employment Duration
Permanent

Date of Job Posting
20.08.2020

Employment Location
Alte Wittener Straße 50, 44803, Bochum, NRW, Germany

Valid Through
31.03.2021

About eggheads

What does it mean to be an egghead? It means shaping the future of product data management in this world, that of our company, as well as your own career. As one of the ever-expanding B2B SaaS and On-Premise companies in Europe, we have a fantastic software product; we have a wonderful team consisting of more than 85 eggheads from Germany, Brazil, and elsewhere; and in our grasps we have a market just waiting to be conquered. With our currently more than 2,000 B2B users, we also set ourselves ambitious goals: We aim to grow even further and become Europe's leading PXM platform. We believe in the practice of gathering experts like you — goal-oriented and forward-looking eggheads who want to do more than just occupying a niche in a team. Ready to become an *eggspert*?

#weareeggheads

Benefits

- Office or @home? At eggheads, the choice is yours
- Design the schedule of your workday on your own with flexible work hours
- Office coffee flatrate included — or water if you want to stick to the classics
- Each Monday, we provide free fruit supplies
- During breaks, challenge your fellow eggheads to a table soccer match or two
- Supplementary health insurance, capital-forming benefits, and occupational pension are all included
- State-of-the-art work equipment individualized for you and your requirements
- Open company culture: If you want you can participate in shaping our company

We're looking forward to hear from you. You may either send us your application material the classic way via [E-Mail](#) or via our CV upload using the "**Send Application**" **button**. For further inquiries, feel free to contact Merle Sonis (HR).

PS: Given our company culture, we directly default to casual rather than formal speech. You can address us in your preferred manner of speaking as you see fit.