



CUSTOMER SUCCESS SPECIALIST (m/w/d)

Salzburg
Full time

APPLY NOW!



ABOUT US

Metaroom by Amrax is a dynamic company specializing in 3D room capture for B2B clients in the lighting and wireless network planning industry. Our goal is to offer innovative and efficient solutions that not only meet but exceed our customers' requirements.

ABOUT THE JOB

As a Customer Education & Training Specialist, you are the link between our company and our clients. With your experience in the lighting industry, you play a crucial role in providing our customers with outstanding experience with our products. Your mission is divided into two main areas: You will spend 50% of your time visiting customers across Europe, and 50% providing internal customer support.

On-Site Customer Support (50%)

- Is route planning second nature to you? Great, because independent organization of operational relationship management with our B2B partners, including planning and conducting meetings, activations, introductions/trainings, and events are part of the daily business.
- You will present our Metaroom technology and demonstrate how it meets the specific needs of the clients.
- During business trips, you will collect feedback and requirements from customers to continuously improve our products and services.

Internal Customer Support (50%)

- You will be the point of contact for new and existing customers, answering inquiries via phone, email, or digital platforms.
- You will engage in active relationship management with our B2B partners, as well as manage and handle data in our CRM system (Hubspot).
- With your empathetic nature, you will solve technical problems and provide detailed product information.
- By closely collaborating with the sales and development team, you ensure that customer requirements are effectively met.

ABOUT YOU

Bachelor's degree in a technical field, architecture, or design.
 Excellent communication skills, both verbal and written.
 Ability to explain complex technical concepts in an understandable way.
 Experience in customer service or a customer-focused role is advantageous.
 CRM/Hubspot knowledge is a plus.
 High willingness to travel within Europe.
 Fluent in German and English; additional language skills are a plus.
 A team player mindset is crucial for winning big games!
 Possession of a valid driving license – Class B.
 Living in or around Salzburg/Puch.

WE OFFER

We strive to provide equal opportunities and create a fair and inclusive work environment.
 An incredibly exciting, challenging, and varied job in a growing market.
 An opportunity to significantly shape and advance your area of responsibility.
 A committed and dynamic team with flat hierarchies.
 Attractive compensation and travel expense subsidies.
 Company car.
 Opportunities for further training and career development.



Impactful Work



Next Gen Tech



Culture of personal growth



Flexible working hours



Base Salary € 3.000*



Parking lot car and bike

*The actual salary for this position is based on professional qualifications and experience.

MADE FOR YOU?
APPLY NOW

office@amrax.ai