



# Customer Success Manager (DACH)

Full time permanent  
Competitive salary + bonus



synergy learning

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# We create learning with impact



Established in 2005 in Northern Ireland, Synergy Learning is an award-winning global learning technologies company helping customers in over 40 countries.

We're a global leader in the design and development of custom learning solutions, having developed over **1000 projects** helping over **2 million learners** worldwide. We are a **Premium Certified Moodle Partner** and a **Platinum Totara Alliance Partner**, winning numerous awards in recognition for our work with these platforms. We work in partnership with customers as diverse as Samsung, Amazon, Save The Children and the National Health Service to help them improve their performance & make lasting impact on their employee development.

As a **remote-first** team with office hubs across the UK and Ireland, we foster incredible flexibility for our team and give them the opportunity to work in the best way for them. Our team and our culture makes Synergy Learning what it is today, shaped by our work and the people who deliver it; we'd love for you to be part of that!



## Our Vision

To be the world leader in results-driven learning technologies that **Excite, Engage & Empower**.



## Our Mission

To create incredible learning experiences using technologies that deliver tangible, compelling results for our customers.



## Our Values

We **WOW!** We are **passionate & committed**.  
We are **innovative**. We have **fun**.  
We are **1Team**.



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# The benefits



We're focused on delivering incredible results for our customers and we know that our team work hard to achieve this. We want to make sure you're rewarded for your efforts beyond your salary. Wellbeing, workplace culture and recognition are some of the key focus' rewarding all 1Teamers with an market-leading package of employee perks and benefits.



**Welcome Pack  
with Latest  
Hardware**



**Bonus &  
Workplace  
Pension**



**Access to a  
modern, high-spec  
Hub in Belfast**



**PIRKX  
Employee  
Perks Scheme**



**Team-led  
Social Events**



**Birthday  
Vouchers**



**Charity  
Initiatives**



**20 Days Work  
From Anywhere  
Outside UK**



**52 Hours  
Protected  
Learning**



**35 Days  
Annual Leave**



**Award  
Winning  
Wellbeing  
Programme**



**Flexible Working  
Remote-first  
Working Model**

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# Customer Success Manager (DACH)



## Job Purpose

The Customer Success Manager (CSM) is a key role within Synergy Learning, responsible for building, managing and supporting our customer base in the DACH region. As the primary point of contact for our customer's technical and business needs, the CSM will be responsible for driving customer success and retention initiatives that will increase customer satisfaction, drive product adoption, and maintain customer satisfaction. Reporting to the territory Manager (DACH) They will also work closely with the Customer Experience team to understand customer needs and solve problems. They also work closely with the sales and support teams to develop a positive customer experience that drives revenue growth.

## Key Responsibilities

- Main point of contact for our customers and responsible for managing the customer experience from onboarding to ongoing support
- Help customers understand their account, product usage, and provide guidance to help them get the most out of their products and services
- Provide a high level of service, developing customer relationships, leveraging cross-sell opportunities, and minimising churn,
- Analyse customer data to improve customer experience
- Maintain knowledge of all current products and services offered
- Take into account the needs of customers, partners, and team members by delivering an exceptional customer experience
- Achieving quarterly sales targets and OKRs as set by the Territory Manager (DACH)
- Maintain accurate and complete records of all customer communications within Salesforce
- Evaluate and improve the interactions in our customer journey
- Actively engage with own professional learning, development and performance alignment

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# What we are looking for in **you**



## Essential Criteria

- Minimum of 2 years experience as a Customer Success Manager or Customer Support Representative
- Bilingual in German & English with the ability to communicate professionally to the highest standard in both languages
- Excellent interpersonal and communication skills
- Ability to multitask with dedication and commitment to Customer success
- The ability to set and communicate expectations internally and externally
- A passion for service and supporting customers
- Patient, empathetic and active listener
- Self-driven and proactive nature
- Strong organisational and time management skills with excellent attention to detail
- Experience of using Salesforce or a CRM

## Desirable Criteria

- Experience within the eLearning sector
- Experience of using JIRA and Asana
- Experience of Moodle and Totara

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# How to apply



If you are suitably qualified and experienced and you think you would like to join us, then we'd love to hear from you! Here's how you can apply:

-  Follow the link to Apply Now to begin your application
-  Upload and attach a copy of your up-to-date CV
-  Attach a cover letter explaining why you're the best person for this role, outline your career objectives and how Synergy Learning can help you fulfil them.
-  Answer the supplementary questions as best you can and submit your application, easy!
-  We will respond to every applicant and our People Circle will contact you to arrange an interview if your skills and experience are a strong match for the role.

We are an **equal opportunities employer** and welcome interest from all suitably qualified individuals. We always recruit on merit alone, but as we are currently underrepresented by **females** in our workforce, we would particularly like to encourage women to apply.

If you are disabled, and/or require any **reasonable adjustments to assist you** in applying for this role, or in due course, attending an interview, **please let us know** and we will do all we can to facilitate the request(s).

## Data Protection

By applying for this position, you agree that we can process your data. We process this data for recruitment purposes only. We are storing this data in our Applicant Tracking System, which stores data in the U.S and is fully compliant with the EU data protection laws, and we will not share it with anyone else. We would like to keep this data until our open role is filled. We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you. When that period is over, we will either delete your data or inform you that we will keep it in our database for future roles. Here's a link to our privacy policy. (<https://bit.ly/2KzSF6W>). In this policy, you will find information about our compliance with GDPR (data protection law). You can find how to send us a request to let you access your data that we have collected, request us to delete your data, correct any inaccuracies or restrict our processing of your data. You can contact our DPO at [dpo@synergy-learning.com](mailto:dpo@synergy-learning.com) for more information.