

# GoodiePack®

## Customer Success - Finland

GoodiePack is currently looking for an enthusiastic, passionate and creative Customer Success Manager to join our thriving team in Aalborg. It will be the Customer Success Manager's responsibility to onboard new customers from Finland, and promote creative ways to use our platform to existing customers.

This role is a fantastic opportunity for a Graduate or an experienced Customer Success Manager who is looking to join an ambitious team with a mission to enable flexible communication for venues & event organizers.

### Your role

- Full customer success management - from onboarding new customers, activating existing customers and avoiding churn.
- Identify and map key decision makers and Champions to make customers into influencers and ambassadors.
- Manage customers, touchpoints, success plans, support inquiries, and much more. Experience with Totango and Helpscout or similar is a plus.
- Hitting targets and meeting success metrics each month.
- Track and resolve client issues and manage expectations both internally and externally.

### Requirements

- Excellent verbal and written communication skills in Finnish.
- Excellent verbal and written communication skills in English.
- Danish is not a requirement.
- Have previous experience within roles with customer contact.
- Creative and problem solving by nature.
- Be driven, target oriented, a team player and have a willingness to learn.
- Self-starter and action oriented with a creative flair
- Marketing insight and graphic skills will be extra appreciated.

We offer you

- A key part of an exciting international growth journey.
- Excellent culture and social working environment.
- Great central Aalborg location.
- Salary based on experience.

[GoodiePack.com](https://www.goodiepack.com) is a Scandinavian tech leader that enables flexible communication for venues & event organizers - Embracing organizer creativity this platform allows the organizer to reach their audience in seconds, and deliver a superior guest experience.

Please send your application, CV and picture to [job@goodiepack.com](mailto:job@goodiepack.com)