

# FUNK MARTINI

Customer Success – Junior position

## *Job Description*

Want to work in a glam tech startup in the heart of Athens? This is a great opportunity to join a fast growing, young and dynamic company. You will be involved in challenging communication projects in the online beauty industry. The position is within the Customer Success department and plays a critical role in providing an interface between customers and the company aiming at salon training and success.

## **RESPONSIBILITIES**

- Daily client communication through calls, emails and social media to provide information about products and services, take/ cancel plans, or obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and applications.
- Follow up to ensure that appropriate actions were taken on customers' requests.
- Help to drive product adoption and ensure customers leverage and adopt new features and functionality

## **REQUIREMENTS**

- Good communication skills
- Ability to listen and active problem-solving skills
- Good interpersonal skills
- Ability to handle pressure
- Interest in consumer technology & digital
- Self-starter, ready to take initiative, but also willing to collaborate to elevate the success of a team

Most importantly: This position requires the will to work hard in a startup environment. We are building a company together and it requires much more commitment than a regular job. It also offers the best opportunities for personal and professional growth in your desired areas.

*We offer*

- Ability to learn fast & grow
- Free breakfast & snacks
- Free gym
- Friday socializing – we make sure we stop working and spend time together at the end of the week.

If you want to be part of a dynamic and fun atmosphere among young people and a willingness for a huge learning experience in using best practices and cutting-edge technologies, drop us a line here, [a.kotsi@funkmartini.com](mailto:a.kotsi@funkmartini.com)