



alaiko

Working Student/ Intern Customer Success (m/f/d)

Full-time/ part-time - Munich

E-commerce is booming! New, cool independent brands are popping up every day but inconsistent post-sales processes quickly become their growth bottleneck. Our mission is to enable all online stores to provide their customers with a seamless and best-in-class experience by leveraging our Fulfillment as a Service platform, so that they can continue to grow and challenge their established competitors.

YOUR RESPONSIBILITIES - EXCITING AND CHALLENGING

- You will work independently on sub-projects in the core area of Operations to prepare the organization for strong growth in 2022
- You will work closely with our Operations team and support them in setting up as well as improving internal structures & processes
- You will support the conceptual development and enhancement of our CRM workflow to optimize the customer journey
- With your initiative and commitment, you will contribute to the constant optimization of our communication processes

YOUR PROFILE - STRUCTURED, DETAIL-ORIENTED, INDEPENDENT

- The dynamic environment of a fast-growing start-up inspires you
- You work in a structured, independent, and goal-oriented manner and approach challenges with a real hands-on mentality
- You have a high technical affinity and are enthusiastic about topics in the area of B2B SaaS
- You are detail-oriented and your composure allows you to cope with stressful situations
- Strong analytical skills and a good understanding of processes
- You possess excellent German and English skills

YOUR BENEFITS - FAST GROWTH & STEEP LEARNING CURVE

- You'll be part of an ambitious team determined to shape the future of e-commerce in Europe working hand in hand with our experienced founders (Rocket Internet, Foodora, Kaia Health, Curingshot)
- For us, it's not important where you come from, but how happy you make our customers. If you have your own philosophy or a new approach in your work, we would be happy to learn from you
- With us you will experience a lot of personal responsibility from day one, which will lead you through a steep learning curve and boost your professional as well as personal growth
- There are no hierarchies with us. This means working at eye level, short decision-making processes, direct communication and a family-like atmosphere with cool team events

Interested? Please send your CV to jobs@alaiko.com!

