



Customer Success Manager

Apply for the position

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Join Railsware team to strengthen our Product Studio by providing high level support services to customers who use Mailtrap application, Smart Checklist for Jira plugin and Google Sheets Airtable Importer add-on. This position is a great opportunity for a self-starter who is passionate about technologies and is excited to be the first dedicated full-time person at our company to do this job.

Your Responsibilities

- Provide timely responses to customer support requests via email, Help Scout, Zendesk, Uservoice or Drift
- Answer non-standard questions and investigate possible solutions
- Ensure all issues are properly logged
- Prioritize and manage several open issues at one time
- If necessary, initiate collaboration with Product Owner or Development Team in search for possible answers and/or workarounds that can be suggested to a customer
- Follow up on support requests to make sure that a client managed to resolve the problem and is happy about the level of support services provided by Railsware

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- Encourage happy clients to rate and leave feedback on the corresponding Marketplace platforms
- Recommend satisfied customers trying other Railsware products (if one sees that a client may benefit from using either of them as well)
- Contribute to maintaining a high level support service and work on improving the established process

Requirements

MUSTs

- 1+ years of relevant experience in a tech product company
- Advanced level of English: both written and spoken
- Familiarity with Atlassian products (Confluence, Jira) and Google Sheets
- Experience working with support ticket management software (Help Scout, Zendesk, Uservoice, Drift) or other
- Hands-on experience with Windows/Linux/Mac OS environments
- An ability to dive deep into several contexts simultaneously
- A capability to maintain friendly relationships with customers
- Strong willingness to help clients solve their product-related issues

Will be a plus

- Experience with DevTools Console
- Basic understanding of JavaScript and HTML / CSS
- Familiarity with the common product development process
- Knowledge of other foreign languages (German, French, Spanish, etc.)
- Willingness to contribute to the development of product management and marketing by timely recording and communicating product requests, as well as sharing other customer feedback that may influence the future of the product

About the environment

At Railsware, we believe that these are the key components to make a truly exceptional team:

- Gathering passion-driven T-shaped skilled individuals together
- Providing them with an innovative environment to advance their skills
- Sharing the same culture, values and core qualities

We create a culture of transparency, excellence, and perfection in everything we do. We value open communication and feedback, providing space for people to change and improve. We strive for doing the right thing, but always do what works. We encourage measuring the outcome of progress, and making decisions based on that. We constantly learn - we observe the industry and the best companies out there. We help world class businesses build awesome digital products and provide them with best chances to succeed. Discover [how we do it](#) and follow [Railsware Blog](#).