

New Vacancy

For Munich office

Expect more?

TynTec is a mobile messaging service provider, offering powerful SMS functionality to operators, enterprises, aggregators, ISPs and message resellers. Through partnerships with mobile operators the company has unique, multiple points of access into the deep level (SS7) mobile telecoms network, enabling it to offer a new level of quality in messaging services. TynTec works with a wide range of mobile operators and major global businesses including O2, T-Mobile, Accenture, British Airways and Google. For our Munich office we are looking for an enthusiastic:

Customer Relations Manager (m/f)

Main Accountabilities

- Maintain a link between our international customers and the company according to our "One-face-to-customer"-principle
- The Customer Relations Manager works in the area of customer service and key account management
- Maintain contact with the customers via telephone, email and instant messenger
- Deliver customer service related services to the customer, like First-Level-Support, answering customer inquiries and requests, perform issue resolution and support customer invoicing
- Resolve customer problems and act as liaison between customer and internal resources like Accounting and Second-Level-Support
- Analyse customer revenues and customer demands
- Prepare and execute actions for up-selling and cross-selling
- Contribute to the development and execution of programs for customer information and retention
- Analyse customer problems and problem patterns and contribute to the development of long term solutions
- Give useful hints for product and process innovations and development
- Work in a rewarding team environment!

The Customer Relations Manager will benefit from the opportunity to learn about all areas of the customer relations/key account management domain in the mobile telecommunications industry within a professional team. You will have the opportunity to resume major responsibilities quickly and to make your own decisions.



The ideal candidate should have the following profile:

- You have a minimum of three years experience in CRM/key account management
- Experience in a customer service related industry, such as telecommunications, Internet Service Provider, real estate, business-to-business services, commercial banks, industrial insurances
- Preferably additional training or experience in communication, sales and/or complaint management
- You should be technically minded and should be a fast learner
- Broad knowledge and familiarity of the MS Office package especially Excel
- Passion to serve the customer
- Excellent organizational skills
- You have a high degree of self-motivation and the ability to work independently
- You are used to delivering first class work under pressure in a demanding environment with multiple responsibilities
- Written and verbal fluency in English is essential

The package

- A professional, international and exciting environment
- Challenging and diverse projects
- Excellent career development opportunities
- Distinctive teamspirit
- A competitive salary

Start of Employment: As soon as possible.

If you are interested in working in an environment where ownership, pragmatism, teamwork and open mindedness are amongst our core values, then we welcome you to explore the opportunities at TynTec. Please send your CV and cover letter to [Sabine Delorme \(delorme@tyntec.biz\)](mailto:delorme@tyntec.biz).

Please include: 'Customer Relations Manager' in the title of your Email.

Contact Details

Sabine Delorme:

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Web: www.tyntec.com