

Customer Onboarding Specialist - German

Berlin - Permanent / Full Time

As our Customer Onboarding Specialist you be providing software training to our hotel customers across Europe via video where you'll use an engaging and informative style to ensure our customers understand how to use the products and benefit from all its features.

We provide you with the product and internal software training and pair you with a seasoned buddy to perform mock training before we have you training our customers.

All we ask of you is an amazing, go getting attitude and your passion for providing and striving for a positive customer experience (this we can't train!).

Who we are

Ever booked hotel accommodation on [Booking.com](https://www.booking.com), Expedia or TripAdvisor? Chances are, you've used SiteMinder. Our goal is to liberate hoteliers with technology that makes a world of difference, and we do that by helping them find and acquire guests online.

We are the world's leading guest acquisition platform for hotels, supporting 35,000 hotels in 160 countries to generate more than 87 million reservations on our platform each year.

As Customer Onboarding Specialist your primary responsibilities will include:

- Qualify customer requirements, identify the appropriate set up requirements and prepare the customers for core product implementation
- Deliver a high standard of customer training on the chosen SiteMinder product via telephone or Skype
- Clearly communicate SiteMinder's support procedures to the customer to ensure their ongoing satisfaction with our customer service
- Take ownership of customer's problems and seek to identify, respond and resolve any customer issues

The ideal candidate will possess:

- Solid communication skills in English and German
- You will have proven customer service experience with a passion for providing a premium customer experience
- You are tech savvy with a sound knowledge of all things technology
- You have worked towards targets and are goal oriented but always thinking about the customer experience
- Experience in the hotel industry or in a SaaS company is a plus!

How to apply

Does this job sound like you? If yes, please apply with a copy of your resume and our Talent Acquisition team will be in touch.

Why join SiteMinder?

At SiteMinder, you'll do the best work of your career. We're the trailblazers of our industry and our enemy is closed thinking, so you'll have the chance to be creative and question the status quo. Every day, you'll have new problems to solve - and meet new people to learn from. We continue to grow rapidly and we're committed to supporting the learning you need as you grow with us.

