



For our growing technology company in Heidelberg's Bahnstadt we are looking for a

### Customer Success Manager (Part-time possible, m/f/d)

These are your duties:

- As a personal contact person, you handle customer inquiries and provide assistance with technical questions;
- You record and coordinate customer complaints. You also check and process incoming orders;
- You create offers including price calculations and ensure that all necessary technical information is available;
- You coordinate sales progress using relevant KPIs;
- With your skills, you support our project team, key account management and sales management;
- The scheduling of customer-related calls is your area of responsibility;
- You collect forecast information and also maintain master data in ERP and CRM.

This is your profile:

- You speak German as a native speaker and are fluent in English;
- You have successfully completed commercial training, e.g. as an industrial clerk, and have at least 2-3 years of relevant experience in sales support, ideally in the area of B2B customer service;
- You have a good technical understanding and analytical skills;
- Your customer-centric mindset and your communication talent set you apart;
- You work very independently and responsibly. With your proactive mindset, you always provide our customers with the best possible service;
- Your very good knowledge of MS Office applications rounds off your profile.

That's what we do:

HD Vision Systems supports manufacturing companies in all aspects of Machine Vision using light field technology and deep learning. Thus, we offer a quick and easy access to Robot Vision. Whether 3D scanning, quality inspection or handling of workpieces: our focus on user-friendliness is based on our unique combination of hardware and software as core of our light field and AI based products. This enables our partners to automate flexibly, quickly and easily according to their needs.

Sounds like you?

Then send us your application or get in touch with us now:

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