

We want to create happy moments  
in e-commerce with you!



## 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 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 your 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?**  
Let's start fulfilling your  
career together!