

Junior Customer Success Manager

Leb Bunt e.V. is a German non-profit organisation that promotes intercultural togetherness and elderly care at the same time.

Leb Bunt e.V. stands for diversity. We create an inclusive and safe environment where our team members can be themselves and develop their true selves. We are a member of the Charter of Diversity e.V.

Currently, we are looking for an intern (min. 20h/week) for three months starting immediately to support our rapid growth.

Since we are a very small organization, the internship is unfortunately unpaid.

What does an internship at Leb Bunt e.V. look like?

From the first day on, you will be given challenging tasks to drive the development of the entire organization and you will work on them mostly on your own responsibility.

We want you to gain as much experience as possible in different areas during your internship and learn to think and act like an entrepreneur.

Would you like to help us help others? And become part of a great team at the same time?

Your tasks - this is what awaits you:

- You are the first point of contact for our customers in all matters
- You ensure smooth internal and external processes and collect customer feedbacks
- You will actively advise and develop our customer and partner base and actively maintain our customer data in the CRM system.
- You work proactively and independently on the design of touchpoints in the customer access process
- Development and optimization of our customer service
- Requirement and needs analysis of our customers and development of user-defined problem solutions
- You develop ideas, sales strategies and creative content in the team to win new customers

Your profile - what you should bring with you:

- You bring experience in customer support
- You are quick on the uptake and can quickly familiarize yourself with new topics
- You are characterized by a high degree of motivation, commitment and initiative
- You are also characterized by a structured, creative and independent way of working as well as a high performance motivation and are a true team player (m/f/d)

- You communicate fluently in English.
- You can communicate good in German

**You don't meet all the requirements, but you are motivated and want to learn something new?
Please contact us! For us, motivation is much more important than experience!**

Our offer - we offer:

- A young, dynamic, multicultural and motivated team.
- A versatile, varied job with a high degree of personal responsibility.
- A culture of appreciation towards all team members and a good working atmosphere.
- A high degree of personal responsibility, versatile tasks and short decision-making processes with flat hierarchies.
- The opportunity to contribute and implement innovative ideas and the chance to develop yourself personally.
- You can work at home in our home office or in our office in Munich-Ostbahnhof.
- The internship is unpaid. In return, we offer an excellent, priceless working and learning environment in which you can develop yourself further.
- You can organize your time yourself.
- We offer a travel allowance to the MVV.

Are you interested?

Then we look forward to receiving your application! Just send us your CV to people@leb-bunt.org.