

CUSTOMER EXPERIENCE MANAGER

Full-time position, in Munich, starting as of 02/2017

Having a doorman is super convenient: A doorman provides convenient access, enables unattended services and increases security at home. We believe that technology can do the same tasks at an affordable price. That is why we are committed to creating smart products at the intersection of smart homes and smart cities.

[nello](#) lets you upgrade your intercom unit and control it via the nello app. You get keyless entry into your apartment building and you will never miss a delivery anymore. Service providers can access your hallway and put their deliveries – parcels, groceries or food – right in front of your apartment door. Amazon Prime Now, Deliveroo, foodora, DPD and GLS are already compatible!

After obtaining funding from well-known investors and Kickstarter backers, we are excited to launch nello one in February 2017. We are a strong team with a proven track record and we are very excited about nello. Now we are looking for like-minded people to join our team – people who want to make a difference.

YOUR ROLE

You will be the voice of nello. You are fully responsible for all the interaction between nello and our users – before and especially after purchase. Your mission is to delight them so much that they will spread the word about nello.

YOUR RESPONSIBILITIES

- Refine our customer experience strategy in close collaboration with the founders
- Interact with current and future users by using the latest customer interaction tools
- Manage public relations with our press agency
- Create beautifully written text for our app, the website, newsletters and ads
- Derive customer insights and translate them into product features
- Manage our social media accounts

YOUR QUALIFICATIONS

- At least 3 years of work experience in creating copy on a professional basis, customer experience, customer service, social media or marketing
- You are an open, outgoing personality who likes to interact with people
- Your writing skills are top-notch
- You have some basic technical understanding and a quick learner
- Degree in BWL, TUM-BWL, marketing or consumer behavior from a leading university
- Entrepreneurial way of thinking and willingness to take on responsibility
- Fluency in German and English

JOINING US

- Join an excellent team of six entrepreneurs and engineers (among them are 3 CDTM Alumni, 1 INSEAD Alumni and 1 PhD)
- Our nice office is right next to Isartor – free Nespresso, tea, fruits and cookies included
- To apply just send your CV and your salary expectations to chris@nello.io