



BE PART OF OUR SUCCESS STORY

PROJECT MANAGER

WHO WE ARE

We are part of NextGuest Technologies, an integrated hospitality technology + digital marketing company comprised of HEBS Digital and Serenata CRM. Combining our cutting-edge technology with innovative strategy, design, and digital marketing expertise, we are closing the loop on the travel journey with the first fully-integrated guest engagement, acquisition, and marketing platform.

Combining 20 years of hospitality experience with the energy of a start-up, Serenata CRM turns big data into smart useable data. Serenata CRM is one of the leading providers of e-marketing and CRM solutions for the hospitality industry. By integrating guest information with various systems, our Serenata CRM Suite provides a comprehensive 360° view of the guest. Engage guests from the moment the booking is made, enhance their experience while on property, and inspire them to book another stay. With our Serenata CRM Suite your guest data, one of your hotel's most precious assets, is put to good use to engage guests before, during and after their stay, to fuel loyalty throughout the customer lifetime journey, and to acquire new "best" guests.

WHAT WE OFFER

Serenata is looking for a talented, energetic, and driven **Project Manager (m/f/d)** who will join our international project management team to support a successful and structured project implementation with our clients. The ideal candidate will have a hands-on, customer-oriented mentality and has experience in Project Management ideally within the travel tech sector. Flexible working hours, an agile work environment, quick decision making, and shared lunch breaks on our rooftop terrace are part of our unique corporate culture.

YOUR JOB

- Spearhead transition process towards a more agile Project Management approach
- Manage and structure cross-client projects and priorities
- Efficient interaction with external and internal stakeholders
- Oversee and manage client deliverables
- Maintain project documentation and communication
- Run regular statistics and analysis for planning
- Host weekly internal planning meetings where resources are scheduled across all customer projects
- Shape and extend internal project management standards

YOUR PROFILE

- 3+ years professional experience in project management ideally within travel tech sector or for SaaS
- Understanding of hospitality sector is a plus
- Experience with agile Project Management methodologies is a plus
- Exceptional communication and presentation skills in English and German
- Good negotiation skills
- Taking ownership and ability to work independently
- Detail oriented and well-structured working method
- Professional, determined, reliable, and customer oriented
- Positive attitude and team oriented
- Ability to handle multiple priorities simultaneously and keep an overview of all ongoing projects and timelines also during busy times
- Ability to change perspective and understand needs from different stakeholders
- Willingness to learn new systems and experiment new approaches

If you are looking for a new challenge in an innovative, international company, where you will have the opportunity to shape and influence the business with the results of your work, where you will be surrounded by an engaged and fun team, Serenata is your next stop! Do not hesitate to send us your application including cover letter and CV.

APPLY NOW

Give us a call at +49 89 92 90 03-0 or send your application via email to career@serenata.com.

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