



BE PART OF OUR SUCCESS STORY

JUNIOR ACCOUNT MANAGER

WHO WE ARE

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 Smart 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 Smart 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.

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.

WHAT WE OFFER

Serenata is looking for a talented, energetic, and driven **Junior Account Manager (m/f)** who will join our Account Management team to support a successful cooperation with our clients. The ideal candidate will have a hands-on, customer-oriented mentality and has experience in the hotel industry ideally also first experiences 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 PROFILE

- Experience in the hotel industry ideally first sales experience within travel tech sector or for SaaS
- Exceptional communication, presentation and negotiation skills in English and German
- 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
- Willingness to learn new systems and experiment new approaches

YOUR JOB

- Build and maintain strong, long-lasting client relationships
- Serve as the lead point of contact for all customer account management matters
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
- Keep current clients satisfied and deliver exceptional client service on a day-to-day basis
- Assist with challenging client requests or issue escalations as needed
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts)
- Negotiate contracts and close agreements to maximize profits
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Monitor and analyze customer's usage of our product

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.

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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