

Grow with us. Join **Fairmas!**



Ready for an exciting journey in the heart of the hospitality industry? Meet Fairmas – more than a company, we're a passionate team revolutionizing financial planning and management solutions for hotels. Since 2003, we've grown into a global player in hotel software. With a dynamic international team of 70+ professionals, including former hoteliers and IT experts, Fairmas serves 17,000+ users in 5,000+ hotels worldwide. Our offices in Germany, Spain, and Canada ensure top-notch global service.

What truly sets us apart? Our culture of honesty, integrity, and team spirit. We value work-life balance to keep our team motivated. At Fairmas, we believe our employees drive our success, and your voice matters. We prioritize your growth and well-being, providing the ideal environment for you to thrive. Join us to shape the future of the hospitality industry and make a difference together!

To support our team in Canada or the US we are currently looking for a

Customer Success Manager (f/m/x) Canada / US

Your new role

- ▶ Support of new and existing customers during set-up and implementation of our software
- ▶ Communication, coordination of project contents in cooperation with customers, colleagues, and partner companies
- ▶ Planning and execution of product presentations and trainings
- ▶ Coordination, implementation, and active support of product rollouts
- ▶ Configuration, implementation and testing of Fairmas software applications
- ▶ Project and product documentation and related administrative tasks
- ▶ Creation, communication, monitoring and documentation of product usage standards

About you

- ▶ Professional experience in hotel management and/or in sales as well as project management
- ▶ Knowledge of customer success processes
- ▶ Strong communication and interpersonal skills
- ▶ Highly organized, analytical and self-driven nature
- ▶ Aptitude for learning and using new software
- ▶ Being able to communicate clearly and effectively
- ▶ Independence yet knows how to be a team player, as well as responsible working style
- ▶ Customer-focused orientation, passion for service
- ▶ Professional fluency in English, French is a plus

Benefits

We offer you a pleasant people- and team- oriented working environment with:

- ▶ Intensive induction and training opportunities
- ▶ Remote work within Canada/North America
- ▶ Diverse tasks that are constantly evolving in a fast-growing company
- ▶ A fun and dynamic team of international hotel professionals and software developers
- ▶ Empowerment – you can contribute to making this company's success grow even further
- ▶ Quick decisions – there is not a lot of hierarchy with an open-door policy from the decision makers

Does it sound exciting? Then send us your application! State your salary expectations and the earliest possible starting date preferably by email to hr@fairmas.com. For questions, contact Anita Hagedorn on +49 30 322 940 5 27.

