

# Grow with us. Join **Fairmas!**



**Do you like technology? Do you like meeting new people to build business relationships?  
Join our team!**

Fairmas GmbH is a German hotel software company that specializes in financial planning & analysis, controlling and management reporting solutions, as well as data management for hotel assets. Founded in 2003 in Berlin, we are a team of about 65 hoteliers and IT experts who cater to over 17,000 users in more than 5,000 hotels worldwide. We take pride in offering first-class service, as most of us were former hoteliers.

We foster a culture of honesty, integrity, and team spirit. Work-life balance is a must to ensure everyone is always motivated. There is no micromanaging as we trust everyone to get her or his job done. We believe that employees are the driving force of the company, and your voice needs to shine through your work.

**For our Business Development team in Berlin, we are currently looking for a**

## **Customer Relations Manager (f/m/x)**

### **Your New Role**

- ▶ You maintain existing customer relationships and continuously expand them by proactively supporting and assisting existing customers as their main point of contact
- ▶ You manage the customer database in the CRM, document customer needs, and create, process and manage offers & contracts
- ▶ You are responsible for the smooth exchange of information between the departments – directly report to our Head of Business Development, work closely with your team, Management, Owner and the Marketing and Support teams, providing them with valuable input for the implementation of customer requirements
- ▶ After extensive induction, you will present new product features to our existing customers and coordinate product rollouts with the customer and your colleagues, if necessary

### **About You**

- ▶ You have gained several years of professional experience in the hotel industry and/or in a reactive sales position
- ▶ You are proactive in communication, empathetic and have excellent social skills
- ▶ You are focused and work conscientiously, and have a keen ability to create and process contracts and offers
- ▶ You are willing to learn and enjoy helping to find or create solutions for customer needs
- ▶ You are fluent - could speak and write business German (C1) and English
- ▶ You have a sense of responsibility and team spirit, plus a confident and credible presence

### **Your Benefits**

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

- ▶ Varied work in a fast-growing international environment
- ▶ A dynamic, agile team of hotel professionals and IT experts
- ▶ Regulated working hours (Mon – Fri) with focus on work-life balance
- ▶ Intensive induction, strong feedback culture and training opportunities
- ▶ A pleasant and team-promoting work environment, team events and excursions
- ▶ A subsidized "Deutschlandticket Job" and the opportunity to work remotely
- ▶ Free drinks, fruits and snacks, and a climate-positive office in the heart of Berlin Schöneberg

Does it sound exciting? Then send us your application preferably by email to [hr@fairmas.com](mailto:hr@fairmas.com)! Please state your salary expectations, your preferred working hours, and the earliest possible starting date.

We are always happy to meet exciting candidates and we are particularly interested in your attitude, values, and personality. For questions, contact Anita Hagedorn on +49 30 322 940 5 27.

