



**AFMG® Technologies GmbH** and **Software Design Ahnert GmbH** distribute and develop measurement and simulation software for pro-audio and room acoustics applications for more than three decades. Many of our products brought and bring groundbreaking innovations to the industry. This fact, together with the success of our first and now famous simulation software EASE®, has contributed to AFMG's long-standing position as a market leader and deep-tech innovator.

Our software is used by tens of thousands of professionals around the world. Their wide acceptance by acoustics consultants, sound engineers and sound system manufacturers is based on the accuracy of the results they provide.

Along with our distributors we market our unique solutions globally. We constantly strive to actively contribute to better sound and acoustics while being a reliable partner for all our customers.

We are currently looking for a bright personality with a background in software sales (B2B) and experience - or at least keen interest - in audio/acoustics to strengthen our Customer Success Team in marketing and sales.

***Want to contribute to better sound? Looking for technology and creativity combined?  
>> Join us in bringing forward the next generation of acoustic simulation software!***

As **Customer Success Manager (d/f/m)** you will actively contribute to the success of our customers by taking their perspective and helping them to apply our software solutions. Your insights support us to develop demand-driven software and service solutions for professional designs, installations, and performances.

#### **Your tasks and responsibilities will include**

- Be the first point of contact for our customers
- After initial contact, develop and maintain a long-term relationship with them
- Promote our software products at fairs and other relevant events in our industry
- Monitor and analyze communication channels and identify relevant aspects and trends
- Collect and forward customer feedback directly to our development team
- Develop data-driven targeted marketing strategies and actively participate in their implementation
- Create technical texts and graphic content for our audience (company website, social media, newsletters)
- Maintain and optimize our website to improve the customer journey

#### **What you need to succeed**

- Good experience in customer communication (B2B)
- Strong interest in the audio and acoustics industry
- Ability to understand our customers' perspective and identify their needs
- Creative mindset and ability to think outside the box
- Hands-on mentality
- Social Media affinity
- Enjoy to work in agile teams and willed to take on project responsibility
- Familiarity with project management and CRM tools
- Excellent written and verbal communication skills
- Fluency in English (C1), both written and spoken
- Good German language skills (B1) for internal communication
- Experience in using Adobe Creative Cloud to create graphics and videos
- Experience in CSS web design (styles, templates, layouts)

### **Why AFMG?**

There are a variety of benefits that make AFMG a great place to work!

- Self-responsible, tightly-knit teams with agile processes (Kanban)
- Respectful, open and error-tolerant work culture
- Flat hierarchies and short decision-making processes
- Kind and competent teammates
- Addressing a comparatively small and friendly high-tech market
- Flexible working hours and part-time options
- 30 days of paid vacation
- Remote working possibility with one office day per week
- Annual personal development budget for conferences, courses, books, career coach, etc.
- Regular company and team events
- A spacious office in Berlin-Pankow with coffee machines, free drinks and snacks

***Interested in becoming part of a focused team that is breaking new grounds?  
>> If you want to make a difference, now is the time to join us!***

Send your letter of application, your CV and references via our [contact form](#) - we look forward to hearing from you!