

## Customer Success Manager

Jorsek Inc. is looking for a personable, positive individual to be a Customer Success Manager (CSM) for users of the [easyDITA CCMS](#). This individual would be responsible for maintaining relationships with customers, anticipating their needs, and ensuring their success. Success is built through a combination of coordinating internal resources, education, and process management. A CSM at Jorsek loves working with diverse customer teams and constantly working to improve their content production.

A good CSM is going to have a strong background in writing. This is for several reasons. Primarily because our customers are writers and content developers, it's beneficial to be able to see their point of view. Additionally, a major aspect of educating customers is providing guidance and help materials. CSMs also act as members of our information development (InfoDev) team, in this role, they will need to be able to create tutorials, training material, guidance, and general explanations when they identify a gap in our library.

### **Customer Success Manager will be responsible for:**

- Managing ongoing customer relationships
- Preemptively identifying customer needs
- Representing and advocating for customer requests and needs to management and developers
- Managing customer implementation projects
- Pre-sales activities
- Generating written tutorials, training material, guidance, general explanations, and any other documentation need to help customers

### **Requirements:**

- Experience managing customer projects
- Excellent written and verbal communication skills
- Highly organized, detail-oriented
- Ability to quickly learn new software applications

### **Great to have, but not required:**

- Knowledge and experience using DITA
- Background in technical writing or computer science

### **Never hurts:**

- JQUERY/JSON/JavaScript
- HTML(5) / CSS3
- XML / XSLT

## Why work at Jorsek?

We're a growing Rochester software startup. Our product is [easyDITA.com](https://easyDITA.com), a game-changing authoring and content management system. It's used to write and publish product manuals, help content, eLearning, and other high-value business content. We love solving information development and content problems.

### Salary:

- PLN 9,000.00 - 13,000.00 gross (regular employment agreement)

### Other:

- Office: Basztowa Street, Kraków
- Employment start: as soon as you're available
- Employment end: indefinite
- Working hours: Polish
- Flexible working hours
- Private healthcare
- Possible work from home
- Great team and atmosphere

This position is full time, **we will only consider candidates located in Krakow, Poland.** Please send your CV in English to [gosia.radymiak@jorsek.com](mailto:gosia.radymiak@jorsek.com). In the email, specify which position you're interested in. Thank you!