

## Customer Success & Operations Intern (m/f/d)

Join our movement and vision for cities without traffic jams, less CO2 and therefore better air and quality of life for everyone by creating a new mobility experience to support a sustainable lifestyle!

### You love to make our B2B and B2C Customers happy?

You are an organized and efficient team player, eager to be responsible for administrative duties and driving our customer success experience jointly together with the core team? Perfect - we can't wait to get your application!

To fit best, you should have good time management and organizational skills. You should also demonstrate excellent interpersonal, communication competencies, customer service experience and be able to abstract and solve problems as well as be willed and able to understand and optimize operations processes.

### Responsibilities

- You will consult customers via our help center email & if needed via phone.
- You will support our customers in the whole process of our services.
- You will communicate with our partners to provide the best customer service possible and solve all of our customers' challenges.
- You will be the voice of the customer and transfer customer requirements & potential issues to the product team to help improve the Moovster product every day.
- You will play an active part in finding ways to continuously improve our customer satisfaction score.
- Next to this you will contribute to setup, run, maintain and proactively improve our daily, weekly and monthly operations of our services.

### Requirements

- Fluent in German (both written and spoken)
- Fluent in English (both written and spoken)
- You are a highly organised person with the ability to maintain overview of large amounts of data
- You are willing to take ownership and proactively responsibility of topics, and you are never satisfied with low-quality outcome
- You are an analytical thinker and problem-solver who embraces both simple and complex challenges
- Proficiency in Excel is a must
- Experience with searching in databases and writing simple SQL is a plus
- Availability 6 month (at least 4 month) starting as soon as possible

## What's in for you

- An experienced, highly motivated and fun team to learn and grow together
- Have the flexibility to work from anywhere anytime: a great office, from home or even from the beach, we value work-life-balance to coordinate business, family and private stuff perfectly according your needs
- Of course you get a free Moovster Mobility Budget to get around
- And all this greatness comes with an attractive compensation package

## Our mission

At Moovster, we want to solve urban mobility towards more sustainability by creating a new mobility experience and creating a win-win-win situation for cities, city dwellers and companies with a new mobility platform. A flexible mobility budget from the employer enables the use of all existing mobility services as a real alternative to the own car or company car. The Moovster App additionally rewards particularly sustainable mobility decisions with attractive rewards, similar to Miles-and-More. Founded in the heart of Munich, we are driven by changing the way people move in big cities around the globe.

## Our team

We are a highly motivated multicultural team with a passion for technology, mobility and a modern, sustainable lifestyle. We don't hesitate to disrupt anything previously seen and try to use data and customer insights as the basis of all our decisions. We are constantly getting our hands dirty, we are close to our customers and we want to grow as a team with one focus: Creating an outstanding customer experience – and we can't wait having you on board! Join the Moovster movement!

## About Moovster

Moovster, a spin-off from BMW, is a technology startup in the field of mobility and now ready to scale. We are collaborating with big technology companies like IBM and our portfolio of happy customers spans several DAX 30 companies as well as other big size companies yet.

We are an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Diversity makes us better.