

# Customer Success Specialist



**Location:** Copenhagen, Denmark

Here is your opportunity to join and grow with a small and passionate team who are connecting the world's boaters and marinas. Harba has found the product-market fit for harbormasters with a marina management software that covers operational aspects and strengthens the relationship with their clients. At Harba we strive to make boating and running marinas a breeze, our goal is to create the largest boating community in the world by 2024.

For our head office in Copenhagen, we are looking for a **Customer Success Specialist** to come on board! You will be an essential team member owning the building and development of our customer success department. Learning from our customers and giving them a great experience is one of our main priorities at Harba.

Harba is expanding to Europe and the USA, you will be a key member of the internationalization.

## Who you are:

- You're passionate about interacting with customers, communicating, supporting, and onboarding them.
- You have experience handling parts of the customer journey or the full customer lifecycle.
- You are proactive and enjoy taking responsibility.
- You are fluent in English and Danish (both written and verbal skills)
- You might not be into boating/sailing but you're looking to work alongside a collaborative team and have an impact on an industry that needs a change.

## What you will be doing:

- Be our customers main contact
- Frontline support
- Execute on customer handling optimization (creating guides, knowledge bases, FAQ, etc...)
- Collecting, measuring and offering improvements on our retention, up-selling, NPS, and more...
- Collaborate with our product team to create the best customer experience.
- Work alongside our Sales team to help users use Harba to its fullest potential
- Ideate, co-create and support the team with process and operations improvements.

## What you'll get:

- Open startup environment to test and learn. There are no bad ideas, only poor execution.
- Collaborative and dedicated colleagues
- Mentorship and regular feedback

This is an exciting opportunity for someone to get into the startup and boating world!

Let's make boating a breeze!

You can read more about our core values here: <https://harba.co/about-us/join-harba/>

## Contact us:

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