



## Placement Opportunity

Undergraduate (BA) student: ☒

Graduate (MA) student: ☒

Reference:	Tailor Brands – Customer Success Manager
Company Name:	Tailor Brands
Company Type: (Startup/Mature/...)	Startup
Location: (full address)	Yanvne 40, Tel Aviv Israel
Duration of stay: (min 2, max 6 months)	6 months

### Company Description:

With over 30 Million users on our platform, we're here to change the future of business. Our all-in-one platform makes starting a business affordable and accessible to everyone - we welcome more than 800k new business owners every month. From our products to our careers, there are endless opportunities for growth.

Our team | Our core | Our dream fulfillers

When we started Tailor Brands, we wanted to help people to accelerate their growth and fulfill their dreams. This also defines us internally; we put our focus on maximizing individual impact and creating an environment of absolute transparency.

### Job Description and Tasks: Customer Success Manager

- Provide excellent support to customers via email to understand their needs and ensure their success with Tailor's products
- Become an expert on Tailor Brands' products and stay up-to-date on new features and improvements
- Identify service disruptions and knowledge gaps, communicate them to relevant teams to improve overall support, and collaborate with other teams like R&D, Marketing, and Product to provide the greatest care for our users
- Take the initiative to provide excellent support to users in order to understand their needs and ensure their success with Tailor Brands

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#### **Essential Requirements:**

- Excellent written and verbal communication skills in English
- Understanding of American users, customer behavior and expectations
- Ability to multitask and function within a fast-paced working environment
- Problem solver and can-do attitude
- A team player with a positive attitude, empathy, and high energy
- Pursuing a relevant degree (B.A or equivalent)

#### **Remuneration Details:**

Lunch & Travel