



Customer Success Application Owner (m/f/d)

Drink More Water, together we grow.

Here at waterdrop®, we make drinking more water fun, convenient and most importantly, sustainable! Discover the world of innovative and eco-friendly hydration solutions with our fruity little cubes – Microdrinks – that save up to 98% plastic compared to drinks in 500ml plastic bottles and help score one for the planet. Our centrally-located headquarters offers a vibrant environment, featuring an on-site restaurant and gym, not to mention the opportunity to connect with prospective colleagues from all over the world. With a successful online presence, 40+ stores around the world, dedicated B2B partners and over 22,000+ retail and branded stores, we can't wait to take this journey to the next level – with you!

Join us on that journey and become part of our passionate and driven team now!

Your responsibilities at waterdrop®:

- As a Customer Success Application Owner (m/f/d), you will be responsible for managing and optimizing the platform that supports our customer success and service operations (Kustomer)
- You research, evaluate and enhance customer service tools (mainly Customer) to improve team efficiency and align with departmental goals
- You collaborate with stakeholders to assess needs, lead tool implementations, and ensure seamless integration with existing systems
- You develop and deliver training programs to educate team members on tool functionality
- You provide ongoing support and troubleshooting, acting as the subject matter expert for all tool-related inquiries
- You oversee data management to ensure accuracy, compliance, and integrity
- You create dashboards and reports to track performance metrics, analyze trends, and identify areas for improvement
- You serve as the primary contact handling inquiries, issues, and escalations
- You negotiate contracts and agreements while staying informed of product updates and planning for future enhancements

Your strengths and qualifications:

- You have 3 - 5 years of experience in customer service operations, preferably in a leadership or support role related to tools and technology
- You have 2+ years of hands-on experience with customer service platforms (e.g., Kustomer, Zendesk, Salesforce Service Cloud) including configuration and optimization
- You have an understanding of customer service technology, strong problem-solving skills, and a strategic mindset
- You have familiarity with data analysis, reporting tools, and integrations (e.g., APIs, workflow automation) as well as a basic understanding of JSON payloads
- You have experience in building and providing training

What we offer you:

- A **high-achieving, international community** of waterdrop colleagues, located in a brand-new HQ in Vienna, Austria.
- **Development opportunities** in one of the fastest-growing e-commerce companies in Europe.
- **Annual training budget**, to develop in your field.
- **MyClubs sports vouchers**, to have a sporty balance.
- In-house **fitness centre**.
- In-house **company doctor**.
- In-house restaurant with **subsidized healthy meals**, for a break with your colleagues.
- **Discount** on your waterdrop purchases.
- Legendary summer and Christmas **parties**!

The collectively agreed minimum salary is EUR 34.594 gross per year on a full-time basis. Depending on your qualifications, there is the willingness for overpayment.

We work in a changing world which offers great opportunities for people with diverse backgrounds and experiences. We seek to attract and employ the best people from the widest talent pool because creating value through diversity is what makes us strong as a business and enables us to solve important problems and deliver added value. We encourage an inclusive culture where people can be themselves, are valued for their strengths and are empowered to be the best they can be.

Wanna Drop in? Send your application documents in English through our online application system. We are looking forward to reading from you soon!



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Additional information

Location **Vienna**

Position type **Full-time employee**

Start of work **As of now**

Responsible

Anna Vocke