

**REF:** CST2201

**JOB POSITION:** Inside Sales / Customer Success

**LOCATION:** Lisboa(Picoas) / Portugal

## About Nonius

### 16 years of experience in hospitality technology

[Nonius](#) provides hospitality technology to more than 330,000 rooms worldwide – in Hotels of the most renowned international chains and several of the most emblematic and recognized independent hotels.

With 11 subsidiaries in EMEA and the Americas and an extensive service partners network, Nonius is equipped to serve global hotel groups, local chains and independent hotels.

We also bring hospitality to other markets such as Outdoor, Apartments, Co-living, Healthcare, Maritime and other Sport and Leisure facilities.

### Job description/specification

We are looking for a Customer Success Trainee to be part of our GuestU team, Nonius's Business Unit dedicated to Mobile Apps for Hotels. It's a great opportunity to actively engage with our clients in the hotel industry to support them, helping them reach their goals and broaden/deepen our relationship with them.

### Responsibilities/Tasks

- Inside sales:
  - Sourcing new sales opportunities through inbound lead follow-up and outbound cold calls and emails;
  - Understanding customer needs and requirements;
  - Organize customer demos;
  - Explore new opportunities to upsell and/or cross-sell to the customers;
  - Routing qualified opportunities to the appropriate sales executives for further development and closure;
  - Response to commercial leads;
  - Submission of proposals.
- Customer Success:
  - Daily communication and relationship with customers to engage and guide them;

- Analyze performance data systems and send information to customers;
- Monitoring of customer's contracts renewal;
- Ensure the continued success of the Nonius products on the client;
- Ensure customer satisfaction;
- Answering calls and reply to email in relation to the product support.

### What we require from you

- Degree in Sales, Business, Social Sciences, Marketing, or similar;
- Experience with customer service;
- Fluent in portuguese and english (spoken and written);
- Excited about immersing yourself in the world of technology, customer success and sales operations;
- Ability to work under pressure to achieve goals in a reactive environment;
- Empathy towards helping customers and ability to manage the customer expectations;
- Creative, resourceful, detail-oriented and highly organized.

### We will also value the following:

- Spanish - spoken and written;
- Previous experience in hospitality/ technology companies;
- Previous experience in similar positions.

### What we offer

- An exciting role on an established company that has been growing sustainable year on year;
- Great working environment and to be part of a young and vibrant that works closely with the clients;
- Great Office environment with fully equipped, fully prepared to keep social distancing, staff kitchen, free beverages (coffee, tea, ...).

Please send your resume to [jobs@noniussoftware.com](mailto:jobs@noniussoftware.com) with reference CST2201.