



JAM Just Add Music GmbH is the company behind Music Maker JAM and Loudly - the #1 music creation app and our growing social app!

WE ARE NOW LOOKING FOR A **QA AND CUSTOMER SERVICE MANAGER** TO JOIN OUR TEAM IN BERLIN!

YOUR ROLE

If you want to create amazing user experiences for millions of music fans and creators around the world, then this is the job for you!

You will lead our QA and Support department with efficiency, optimizing our existing processes and helping the team achieve great results.

Working closely with a highly competent development team, you'll be an integral part of our two apps – helping our users have the best experience possible with regards to both the app functionality and reliable support.

YOUR TASKS

- Managing the QA / Support team; recruiting and training new members as required
- Continual refining of work flows and coordinating closely with Product Owners
- Creating and completing full QA tests for two mobile apps on Android / iOS / backend
- Exploratory and regression testing – identifying bugs and new feature recommendations
- Ensuring consistently high level of and timely response to support enquiries
- Maintaining CRM system and analysis of key metrics
- Community management

YOUR PROFILE

- Previous experience leading a team
- Background in support and / or technology
- Great eye for detail and can work in a logical and analytical manner
- Proven record in process optimization
- Fluent in English, both written and spoken, as well as excellent communication skills
- Experience with systems such as Zendesk, Jira, Confluence a plus

YOUR PROFILE

- A friendly and transparent company culture with highly motivated colleagues
- An exciting role with responsibility and great impact
- International workplace environment and creative atmosphere

If you are interested, please apply! Send your resume to (incl. certificates, project descriptions etc.):

jobs@justaddmusic.net