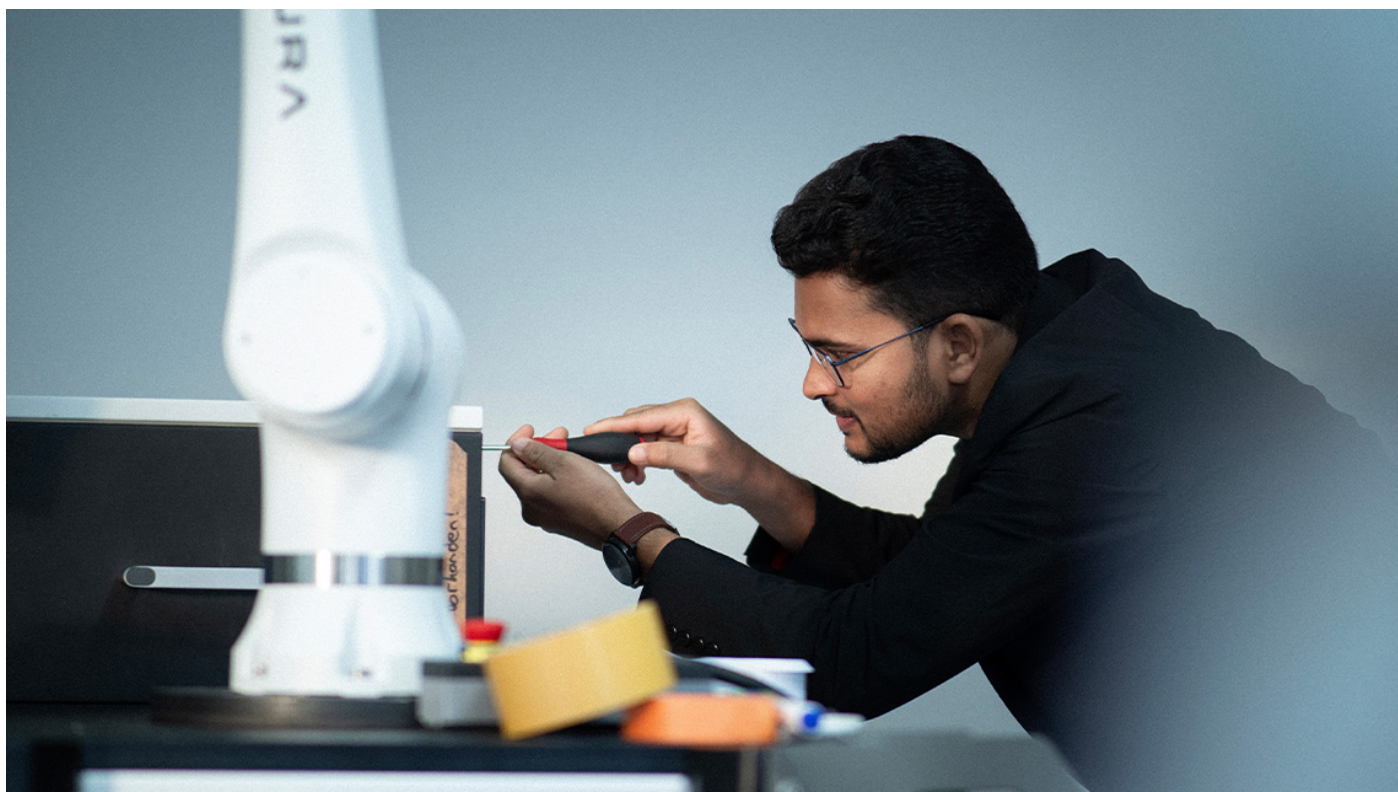




Welcome to **NEURA Robotics**, the innovator of the robotics world. Our goal is to equip collaborative robots with groundbreaking cognitive capabilities to enable safe and intuitive collaboration with humans. Under the leadership of founder David Reger, we have spent the first years of **NEURA Robotics** laying the foundations for humans and robots to work hand in hand.

"We serve humanity" is not just a motto, but our mission. Become part of our ambitious, international company and shape the future of robotics with us.

Welcome to **NEURA Robotics** - where innovation meets team spirit.

Your mission & challenges

At NEURA Robotics, we are shaping the future of human-robot collaboration. As part of our Customer Success Team, you will be the first point of contact for our customers, helping them get the most out of our cutting-edge robotic systems. You'll ensure every interaction reflects the innovation, reliability, and excellence that define NEURA.

This role is perfect for someone with technical curiosity, strong communication skills, and a passion for helping people, who wants to grow their understanding of robotics, automation, and mechatronics.

- **Manage and respond to service requests:** Track and handle customer tickets in our Jira system efficiently and accurately.
- **Understand customer issues:** Identify, categorize, and escalate technical issues related to our robotics products.

- **Coordinate with teams:** Act as a bridge between customers, service, and engineering teams to ensure smooth case resolution.
- **Document clearly:** Maintain structured and comprehensive records of all interactions and case updates.
- **Suggest improvements:** Identify recurring patterns and propose ideas to enhance internal processes and customer experience.
- **Proactively support customers:** Take initiative to solve problems, optimize workflows, and contribute to continuous improvement.

What we can look forward to

- **Technical understanding:** You bring a solid technical foundation and are eager to deepen your knowledge in robotics, automation, and mechatronics.
- **Strong interest in technology:** Motivated to understand how robotic systems function and willing to continuously expand your expertise.
- **Experience with Jira or other ticketing/workflow systems** is a plus.
- **Structured and detail-oriented:** You work in an organized, precise, and solution-oriented manner.
- **Excellent communication skills** and a strong customer-focused mindset.
- **Fluent in English and German (written and spoken);** additional languages are a plus.
- **Proactive and responsible:** Comfortable working in a dynamic, fast-paced environment and taking ownership of tasks.

What you can look forward to

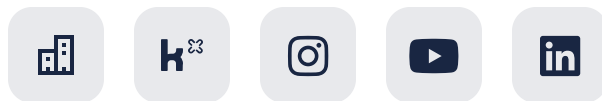
- Become part of an agile company, actively shape topics and benefit from flat hierarchies in a highly motivated team
- Enjoy an attractive salary, flexible working hours and 30 days of vacation
- The freedom to contribute your own ideas and drive them forward
- Celebrate successes together with company events
- Take advantage of our corporate benefits program
- And even more fun with great colleagues

[Apply](#)

We are looking forward to meeting you and shaping the future of robotics together. Are you in?

Couldn't find a suitable position? Please send us an unsolicited application.

We are always looking for passionate tech enthusiasts to help us revolutionize the world of robotics!



NEURA
ROBOTICS