

WE ARE HIRING

CUSTOMER CARE AGENT

(d/f/m)



YOUR MISSION: ★ ★ ★ ★ ★

INNOVATE DIGITAL MARKETING

In the heart of downtown Cologne, we work together to develop exciting and sophisticated software for ourselves and our international customers. Versatile projects, innovative challenges, the development of our own products - a digital world that we create in our team of over 75 sharp minds every day. We look forward to your support. If customer care and satisfaction is your top priority, you've come to the right place!

YOUR TASKS:

- » Direct contact person in first level support for customers of our software products
- » Handling of support requests
- » Customer support and consulting with the aim of high customer satisfaction and quality assurance
- » Creation and processing of internal tickets in close cooperation with our product team
- » Establishment and optimization of processes, tools and methods within the Customer Success Team

YOUR PROFILE:

Hard Skills

- » Completed training in a technical or commercial field
- » IT affinity
- » First hand experience with HTML/CSS
- » Very good written and spoken German and English
- » A plus - but not a must: Experience in project management, CRM systems, Bitbucket and Github
- » Nice to Have: Experience in customer or user support using a ticketing system

Soft Skills

- » Strong communication and consulting skills
- » A high degree of personal responsibility, reliability, loyalty and passion
- » Structured, customer-oriented approach and hands-on mentality
- » Teamwork and empathy
- » Motivation and reliability

WE OFFER YOU:

- » A great work atmosphere with an open, appreciative corporate culture
- » Flat hierarchies, direct communication channels and a great team with heart & humour
- » Exciting and diverse tasks in an international work environment
- » Long-term career prospects and diverse development opportunities
- » Many retreats in our themed focus, relaxation and gaming rooms
- » An awesome and comfy office in downtown cologne
- » Flexible working hours, home office and modern hardware/MacBook
- » Mentor program for Newbies
- » Public transport job ticket, fresh fruit, coffee, cocoa, water, tea...



Interested in getting to know us? We are looking forward to your application including your salary expectations and your possible starting date.

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