

A photograph of two customer service representatives, a woman and a man, both wearing headsets and looking at a computer monitor in an office setting.

Support/Customer Care Assistant (m/f)

Graz | Austria

Full-time

TimeTac is a continually growing and innovative software company with a focus on developing and providing web-based and mobile time tracking solutions. The products of TimeTac are among some of the leading cloud applications in the categories of time tracking and absence planning solutions in the German speaking markets.

Your Future Role

- Handling of support requests (phone, email, ticketing system)
- Analysis of problems, direct problem solutions or internal delegation
- Assisting customers with implementing TimeTac or new functions
- Coordination of internal and external communication until final solution is provided
- Maintenance of our Knowledge Base and training material

Your Ideal Profile

- Multi-annual professional experience in B2B customer service in a digital environment
- Practical skills concerning the work with databases and ticketing systems
- Excellent social manners and communicative skills
- Fluent German and English speaking and writing skills
- General understanding of modern software products and modern technologies
- Capacity for teamwork, capacity for enthusiasm, autonomous and precise way of working

Our Offer

- Exciting tasks as part of a highly skilled and motivated team
- Open and personal working environment with mutual respect and appreciation
- Modern office in the city centre of Graz with great facilities, in-house and locally
- Opportunities for further professional development and education as well as flexible working hours

We welcome both male and female applicants that wish to become part of the success story in our highly motivated team. The stated position is available for full-time employment. The minimum salary on the basis of a full-time role is € 35.000 gross per annum. Considerable over-payment is possible for ideal candidates with relevant experience and qualifications.

Interested?

Send your application today!

jobs@timetac.com

www.timetac.com