

Customer Support Consultant German speaking

Description

Planday from Xero is a leading digital solution that uncomplicates everyday scheduling and workforce management by making it easier for businesses and shift workers around the world to communicate, collaborate, and get work done. Powered by a community of local industry experts, Planday provides a best-in-class digital platform that is easy to use, accurate, secure, and compliant with local needs and standards. From payroll and accounting to POS and reporting, its open API and tech ecosystem is scalable to fit shifting business needs and to build an engaged, flexible workforce. Founded in 2004, Planday is headquartered in Copenhagen, Denmark and supports over 400,000 users across Europe, Australia and the US. Planday was acquired by Xero in 2021. As part of our growth journey, we're looking for a new colleague to join our Customer Support Team in London as Customer Support Consultant – German-speaking. In this role, you will be based in our London office and will be supporting our existing customers with their questions about Planday. You can expect to work with the following:- Communicating with our customers via online chat, email, and phone- Answering questions about how to use Planday by providing best practices for scheduling and administration- Testing and troubleshooting technical issues, before passing them onto a second line of support- Forming the link between customers and our product/engineering team- Finding the best solutions for your customers and team, wherever your initiative takes you- Additionally, you will be part of a cross-functional team, where you get to work a lot with other departments and develop your skills in many areas. Requirements: If you see yourself in some of the points below, great – we're excited to learn more about you! In this role, you will be working closely with our customers from different business sizes and backgrounds. Therefore, it is important that you enjoy communicating with people and are naturally open and curious. Additionally, you:- Are fluent in English and German- Are motivated to learn how to work with IT systems- Love helping people and setting a positive tone of communication- Are proactive, like to solve problems and can think outside of the box- Want to develop your customer service and technical skills within an innovative and international company- It is a plus if you have experience using Planday from a previous workplace. Fluency in additional languages is also considered a plus.- Finally, you see the strength of having fun and being part of a fantastic team. You are passionate and ready to make a difference with your inclusive mindset. At Planday, we offer you:- Benefits like pension, health insurance, inclusive support for new parents and generous vacation- On top of your annual base salary, you are offered to be part of an Employee Share Plan- Growth and progression opportunities - we want you to grow with us- Flexible remote work- Strong social culture with lots of team and company activities- Meaningful work - everyone at Planday contributes to improving the lives of shift workers around the globe- Healthy work-life balance and autonomous approach to work. We trust in you and your abilities Finally, our offices are not just workplaces (although they are pretty nice and well-located, we have to say!). Plandayers are open and welcoming and at Planday, everyone has the freedom and support to show their true self at work. At Planday, we firmly believe that diversity and inclusion are the cornerstones of innovation and a vibrant workplace culture, and we highly value the strength that diverse backgrounds offer. As an equal opportunity employer, we strive to create an equitable experience for all our candidates throughout the process. Please let us know if you need reasonable accommodation during the application or interview process. All applicants will be considered for employment without attention to any personal characteristics. Please mention the word **ENTERTAINING** and tag RMjE2LjI0NS4yMjEuOTE= when applying to show you read the job post completely (#RMjE2LjI0NS4yMjEuOTE=). This is a beta feature to avoid spam

Hiring organization

Xero

Job Location

London, UK

Base Salary

\$ 65000 - \$ 160000

Date posted

June 6, 2024

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Contacts

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