

## Customer Support Agent (f/m/x)

**Location:** Hamburg (Germany)

**Position:** Full-time

**Starting date:** 01.09.2020

KlickOwn enables everyone to invest in high-yield European real estate in a completely digital and uncomplicated way, starting at only 10 €, and thus benefit from the opportunities of the real estate market. Our team of experts makes investments in hand-picked European real estate accessible to everyone by using the latest technology and democratizes real estate investments!

As a young and growth-oriented Proptech start-up we offer you ideal conditions to take your next career step.

Are you passionately interested in customer support and CRM? In addition, do you have a real doer mentality? Then come to KlickOwn and become part of our great team.

### Your challenge:

- You are the contact person in the customer service department of the KlickOwn platform;
- You are responsible for the communication with KlickOwn users via a ticketing system (HelpScout) and help them whenever they need your support
- You are responsible for managing the customer service via all social media channels (Facebook, Telegram, Instagram, Twitter, etc.)
- You will help with customer service by telephone (inbound);
- You are responsible for managing the entire CRM process;
- You will handle translation tasks (web page, platforms, general content, etc.).

### Your profile:

- You have at least 2+ years of experience in customer service and/or country management in an industry with a focus on crowd investing, financial technology or investment brokerage;
- You are service oriented and proactive in your work;
- You are a passionate team player;
- You are interested in block chain, crypto currencies and financial technology;
- You have advanced IT skills and have an affinity for financial products and investments;



- Ideally, you have experience in using common CRM tools such as HelpScout, Intercom or Zendesk;
- You have advanced analytical skills;
- You speak and write fluent German and English. A command of other languages is an advantage.

## **What we offer:**

- A great office: Our office in the heart of Hamburg with perfect local transport connections is equipped with fresh fruit, coffee and tea;
- Flexible working hours: We offer you flexible working hours and enable you to organise your working time independently;
- A competitive remuneration: hard work should pay off. At KlickOwn, you can enjoy a competitive salary and 25 days of paid vacation;
- International team: At KlickOwn you will work with interesting, friendly people from all over the world and gain valuable international experience;
- Continuous personal growth: We will challenge you every day and help you expand your list of skills as you work;
- career opportunities: As a start-up, we want to reward early team members with fast promotions and fast opportunities for personal career development.

By applying for this position, you agree that your personal data may be processed by KlickOwn AG for recruitment purposes and that you may receive information about open positions at KlickOwn AG. Your personal data will not be passed on to third parties and/or used for other purposes without your consent.

To apply, please send your CV and a link to your LinkedIn profile to [career@klickown.com](mailto:career@klickown.com) and include "Customer Support Agent" in the subject line. We look forward to hearing from you!