



Life is short.  
Work somewhere awesome.

We are Europe's leading mobile wallet and are looking for outstanding talent to join us on our quest to become the No.1 mobile wallet in the world. With passion and by using cutting-edge technologies, Stocard aims to make daily shopping experience easy, engaging and rewarding all over the world. Backed by some of the top investors in Europe, Australia and the US, we have built a user base of more than 40 million people across the globe. Stocard is looking for smart, talented and creative people who share our vision, live and breathe mobile technology and want to be an active part of our journey! Ambitious projects, tricky challenges and lots of fun are waiting for you. Are you up for that?

Join us as a...

## CUSTOMER SUPPORT MANAGER (m/f)

As our Customer Support Manager, you are our communicative hub, being an essential link between our users and our tech team. With your strong sense for customers and high solution-orientation, you help us deliver a unique user experience in our app. You stay on top of things – with attention to detail. Provide our users with relevant information and recommendations, closely working with our tech team. Focus on a great user experience and use instant feedback to make the app perfect!

### WHAT YOU'LL BE WORKING ON...

- Create passionate users of our app by being their first contact point and respond to their requests via Zendesk, email or telephone
- Reach out to our users and get valuable insights to translate them into strategic improvements together with our tech team
- Get a sense for user experiences by keeping track of our app reviews and ratings
- Deep dive into various functionalities in our app to align and further develop our customer support
- Initiate and work on different projects along customer support, e.g. our support website or process automation
- Help build the customer support for our 'payment & financial services' area from scratch, defining and improving support processes, introducing and implementing new tools

### SKILLS, MINDSET AND EXPERIENCES EXCITING TO US...

- Interested in mobile technologies, mobile wallets, and payments, feeling strongly related to our vision
- Excellent communication and writing skills in German and English, other languages (especially Italian, French or Russian) are a strong plus
- Bachelor's degree or equivalent qualification
- Experience in customer support, ideally in a fast-paced work environment or startup
- Problem-solving skills with the drive to take pro-active and future-oriented action, always keen to find ways to improve
- Strong team spirit with a reliable and independent way of working
- Time management and prioritization skills in a highly dynamic environment

### THIS AND MORE IS AWAITING YOU...

- An energetic and motivated team in a product-focused culture
- An inspiring working atmosphere in a beautiful open office space with a spectacular view of the waterfront
- Excellent equipment of your choice and access to the best tools available
- Skill sharing, tech talks
- Regular team lunches, fresh office snacks & drinks
- Enjoy a healthy lifestyle with our subsidized gym membership

### ARE YOU UP FOR THE CHALLENGE?

To apply for this position submit your documents in English or German via <https://stocard.de/jobs> or send your complete application to [iwanttowork@stocard.de](mailto:iwanttowork@stocard.de).  
Your contact: Sabrina Angersbach.

