## **Customer care specialist (m/f)**

Full-time; Zagreb

We are a team of 80+ enthusiastic and friendly people gathered around one product – **Lemax software** – which is **among the 5 best software solutions** for tourist agencies and tour operators in the world!

Who are you?

You are a positive, dynamic, cooperative and proactive person who is a fast learner and hungry for new knowledge.

Your **education, knowledge and skills**:

* **Logical thinking and analytical skills** are very important in order to learn how our software works, so if you enjoy analytical tasks – you are the one!
* You have a **University degree** or you are **soon about to graduate** (preferably in the fields of economics or technical sciences, but it is not mandatory)
* At least **1 year of work experience** (student jobs count too!)
* Ability to communicate technical terms in a user-friendly language
* Excellent written and spoken **English language skills**

What do we offer?

**Your growth**! We don’t only care about your skills, but we also know how to **recognize and develop your potential**.
You will be challenged on a daily basis to understand our customers’ user issues and provide the best solutions – the learning will never stop! In our friendly and fast-paced environment, you will have continuous knowledge training and a chance to advance your career in the areas of SaaS software development and tourism business processes.

Your main tasks?

* **Supporting clients** in all their questions and issues in order to ensure the highest level of client satisfaction
* **Analyzing, tracking and prioritizing support tickets** in a prompt manner on a daily basis
* Assigning support tickets to relevant team members or resolving them independently through **problem analysis, research and website testing**
* Continuous **communication with customers from all over the world** via e-mail, Skype and telephone
* Close cooperation with all internal teams (IT, sales, implementation department…) in order to **improve both our company’s and our clients’ business processes**

How to apply?

If you want to be a part of our success story, please send us your CV to jobs@lemax.net.