

Lemax d.o.o.,
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Job opportunity: Customer Care Specialist (FULL-TIME)

Who are we?

We are Lemax (iTravel software): a Croatian IT company looking for a new person to join our fast growing team.

We are gathered around one complex SaaS product - iTravel software – which is among the **5 best business solutions** for tourist agencies and tour operators in the world!

Who are we looking for?

We don't just want our customers to be satisfied with our product – we want them to love our product and to achieve great results! That is why we're looking for an awesome Customer Care Specialist: a positive, dynamic, cooperative and proactive person who is a fast learner and hungry for new knowledge. If you have a **technical background**, such as **IT or engineering**, this is a great advantage!

Your role will be to resolve user problems of our existing B2B clients from all over the world, make them happy and eager to continue working with us. NOTE: **This is a full-time position.**

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 technical sciences, such as IT or engineering
- 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 B2B 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 by **July 1st 2017**. The subject of the email should contain the position you are applying for. Applications are processed as soon as they arrive. **Location: Zagreb.**

NOTE: If you don't have much work experience, but you find this position interesting, apply and we will get in touch with you.