

Grow with us. Join **Fairmas!**



Fairmas GmbH is a hotel software company that specializes in financial planning, controlling and management reporting solutions. Founded in 2003 in Berlin, we are a team of about 54 hoteliers and IT experts who cater to over 15,000 users in more than 5,000 hotels worldwide. We take pride in offering first-class service, as most of us were former hoteliers.

We foster a culture of honesty, integrity, and team spirit. Work-life balance is a must to ensure everyone is always motivated. There is no micromanaging, we trust everyone to get her or his job done. We believe that employees are the driving force of the company, and your voice needs to shine through your work. Fairmas will give you the environment you need to thrive.

To support our Customer Service team at our headquarters in Berlin, we are currently looking for a

Business Software Consultant / Customer Service Agent (f/m/x)

Your main responsibilities

- ▶ Active customer support (by phone, email, and online session)
- ▶ Close cooperation with our product management, customers, and our team of developers
- ▶ Testing of our Fairmas software applications
- ▶ Support and coordination of product rollouts

About you

- ▶ Completed vocational training, ideally in the hotel industry
- ▶ Good knowledge of English and/or German (at least B2, written and spoken)
- ▶ You enjoy working in a team as well as independently
- ▶ You have great communication skills and a customer-oriented way of working
- ▶ Eagerness to learn

What we offer

- ▶ Varied work in a fast-growing international environment
- ▶ A dynamic team of hotel specialists and software developers
- ▶ Intensive induction, feedback culture and training opportunities
- ▶ A pleasant, fun, and team-promoting working environment
- ▶ A modern office in the heart of Berlin, incl. subsidized ticket for the Berlin public transport system
- ▶ Free fruits, snacks and drinks, latest IT equipment, team events
- ▶ Remote work possible

Does it sound exciting? Then send us your application preferably by email to hr@fairmas.com! Please state your salary expectations, your preferred working hours and the earliest possible starting date. We are always happy to meet exciting candidates and we are particularly interested in your attitude, values and personality. For questions, contact Anita Hagedorn on +49 30 322 940 5 27.

