

Grow with us. Join **Fairmas**!



Fairmas GmbH is a hotel software company that specializes in web-based financial planning, controlling and management reporting solutions. Since our founding in 2003 in Berlin, our team of around 72 professionals—ranging from hoteliers and IT experts to individuals with diverse backgrounds - has been dedicated to serving over 18,000 users in more than 5,500 hotels worldwide.

We take pride in delivering exceptional service, built on years of industry expertise. At Fairmas, our company culture is defined by transparency, mutual respect, and team spirit. For us, work-life balance isn't just a buzzword - it's a cornerstone for fostering long-term motivation and creativity. We firmly believe that our employees are the driving force behind Fairmas. Their ideas and contributions actively shape our company's future.

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

Business Software Consultant / Customer Service Agent (all genders)

Your new role

- ▶ Proactively support our customers through email, phone, and online sessions
- ▶ Act as the liaison between customers, product managers, and development teams
- ▶ Share your expertise on our software applications with customers
- ▶ Conduct testing for our Fairmas software applications
- ▶ Assist with and coordinate product rollouts. Development and enhancement of our software

About you

- ▶ You have completed vocational training, ideally in the hospitality industry
- ▶ Proficient in German and/or English, both written and spoken (minimum B2 level)
- ▶ Strong IT skills, a passion for innovation, and solid MS Office proficiency
- ▶ A team player with a strong sense of responsibility
- ▶ Skilled communicator who works with a customer-focused approach
- ▶ Quick to understand complex relationships, with strong logical thinking skills
- ▶ Enjoy problem-solving and have a knack for tackling challenging tasks

What we offer

- ▶ A diverse role within a healthy growing international company
- ▶ A dynamic team of hospitality experts and software developers
- ▶ Comprehensive onboarding, regular feedback, and training opportunities
- ▶ Strong focus on family and work-life balance
- ▶ A supportive, team-oriented work environment with regular company and team events
- ▶ Excellent transportation options, including subsidized Deutschlandticket, eco-friendly office spaces, and lunch subsidy
- ▶ A workplace that values fun on the job

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.

