

Grow with us. Join Fairmas!



Fairmas is a hotel software company specializing in financial planning, controlling and management reporting solutions. Founded in 2003 in Berlin, we are now an international team of more than 80 hotel and IT professionals supporting over 18,000 users in more than 5,000 hotels worldwide.

With offices in Germany, Spain, Italy and Canada, we deliver first-class service across the globe.

At Fairmas, we foster a culture of honesty, integrity, collaboration, and work-life balance. We believe that people drive our success — your ideas matter, your contribution matters, and your professional growth matters.

To strengthen our team in North America, we are looking for an:

Implementation & Support Specialist (f/m/x) **Canada**

Your Role

In this hybrid position, you will combine customer support and software implementation. You will guide customers through onboarding and rollout phases, provide high-quality service and support users with both functional and technical questions.

What You Will Do

- ▶ Support customers with questions about Fairmas products
- ▶ Handle and qualify incoming support requests (1st level)
- ▶ Analyze and solve more complex technical issues (2nd level)
- ▶ Coordinate onboarding and rollout activities with customers and partners
- ▶ Configure, test, and implement Fairmas solutions
- ▶ Deliver product presentations and user training
- ▶ Contribute to documentation and usage standards

What you bring:

- ▶ Professional experience in hotel management, revenue management, finance or project management
- ▶ Experience in customer success and/or technical support
- ▶ Strong communication and interpersonal skills
- ▶ Analytical mindset, structured working style, and ability to prioritize
- ▶ Tech-savviness and eagerness to learn new software tools
- ▶ Ability to work independently while being a collaborative team player
- ▶ Customer-focused mindset and passion for high-quality service
- ▶ Native proficiency in English or French, combined with fluent business-level communication skills in the other language

What We Offer

- ▶ A people-focused and international work environment
- ▶ Remote work flexibility within Canada/North America
- ▶ Comprehensive onboarding and continuous training opportunities
- ▶ A dynamic team of hotel professionals and software experts
- ▶ Flat hierarchies and fast decision-making
- ▶ Opportunity to shape processes and contribute to the evolution of our solutions
- ▶ This role is open to candidates **based in Canada** or to those who are able to work with us as freelancers

If you thrive at the intersection of customer service, hotel expertise and technology—and enjoy solving problems, managing projects and guiding customers to success - then we'd love to hear from you. Send us your application! State your salary expectations and the earliest possible starting date preferably by email to

hr@fairmas.com.

