



**Sustainable energy is more important than ever.** We are the first power supplier in Austria and Germany with a tariff that is dynamic on an hourly basis and with this we create not only new saving opportunities for our customers but also more space for solar and wind power in the grid. We have been awarded the “Greenstar(t)” prize of the Austrian Climate Fund and have also started disrupting the German market with our innovative offerings. We now have strong financial backing by the leading smart home scale-up tado°, and the trend towards electric mobility and heat solutions additionally fuels our growth. We are therefore looking for a new team member as:

## **Customer Support Officer (m/w/d)** *Vollzeit, Soforteinstieg möglich, Wien (Österreich)*

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### **Your tasks**

- You will support the Customer Success Team by implementing internal customer processes, meaning those that are not directly customer-facing, where we are interfacing with “market partners”, e.g. grid operators and meter operators, in order to make sure that customers have a satisfactory experience
- These processes include using software tools e.g. for switching customers from other suppliers to awATTar, registration of customers and data synchronisation with grid operators, regarding for example consumption data from (smart) electricity meters or customer base data
- You will also be responsible for assisting in finding new and creative ways to improve and further automate our processes

### **Your profile**

- Prior experience of working with digital customer processes an advantage
- Solid analytical and problem-solving skills, including capability to understand the knock-on consequences of data quality (or the lack thereof) in billing etc.
- Strong organisational skills for ensuring that all operational processes are running smoothly and efficiently
- Ability to focus on well-defined tasks with a high level of accuracy
- Fluent English, German is an advantage
- At ease with learning to master new software programs
- Strong team player

### **Our offer**

- Become part of our mission to integrate more solar and wind power into the grid using digital technologies and customer solutions - and thereby boost climate protection and energy security in Europe
- Innovative and dynamic working atmosphere in a small team
- A lot of room to develop in a fast-growing sector and environment
- Central place of work in Vienna close to the U-Bahn U3 Zieglergasse and integration into the social start-up scene at “Impact Hub Vienna”
- High home office proportion possible
- Salary from € 1.900,- gross per month (x14 pa) - this is the minimum offer, excess pay may be available depending on qualification

**Interested?** Then please send us your CV to [jobs@awattar.com](mailto:jobs@awattar.com)!