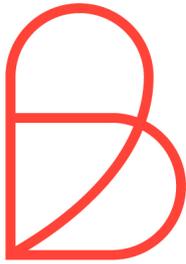


Billie GmbH

We are a breakthrough Fintech startup in Berlin that aims to revolutionize small business financing. We are a team of high caliber startup veterans. We have successfully founded, grown, and sold our first company (founded Zencap, sold to Funding Circle) and are now scaling our next venture. We have a world class team on the ground and some of the strongest investors in Europe backing our company.

BILLIE**Customer Support - Operations (f/m/o) – location Berlin**

City: Berlin; Starting Date: At the earliest possible; Remuneration: 30-50kEUR

Task

You will be a key contact person for our existing high-value customers. You enjoy working with customers, have a service mentality and are able to build good relationships with your respective counterparts. You will help customers to use our products on a daily basis, fulfill their requests and initiate issue solution mechanisms within Billie if needed. Typical actions include changes to dunning procedures, address changes, help with collections cases. Within Billie, you will have a pivotal role at the interface between the customer-facing Sales department and the internal Operations department.

This will give you the opportunity to get a comprehensive view on a very large part of our business and quickly immerse into the world of factoring. In addition, you will oversee crucial parts of our payment operations, adding human intelligence to our highly automated payment operations. We will make sure there is ample opportunity to learn and grow and jointly define a clear career development path for you, which is reviewed twice a year.

- Department: Operations
- Reporting Line: Head of Operations
- Working Hours: Full-Time
- Location: Berlin
- Duration: Permanent

Qualifications

- You have an education in business administration or similar with very good passing grades
- You have 1-2 years of working experience in a fast-growing tech environment, ideally in fintech
- You are a people person - open, easy to connect to and have a positive mindset. You are a Billie ambassador to our customers. Ideally, you have gathered experience in customer-facing environments
- You have ambitions to grow and aspire a career in fintech. This position can be a stepping stone for further development in fintech operations and beyond
- You are fluent in German and English

- Ability to run simple queries is a plus

What We Offer

- The opportunity to be a part of one of the fastest-growing Fintech startups in Europe
- Becoming part of an international team of highly motivated, experienced, and skilled young top performers where hierarchies don't matter, but passion and drive do
- You'll be surrounded by smart people with a wide variety of backgrounds from which you can learn and who also want to learn from you
- A competitive compensation package including virtual shares in Billie
- A great office near Checkpoint Charlie with a free gym, healthy snacks and cereals, fruits, coffee and drinks
- A Learning & Development bonus of 1.000 EUR per year, which you can use for conferences, taking courses, buying books and other materials
- Social events such as monthly social outings, People @Billie Lunch talks, brown bag seminars, technical talks, our annual company offsite and more

Application

UP FOR A CHALLENGE?

We are looking forward to receiving your application at to **thomas@billie.io**

More information at <https://stellenticket.de/67659/TUD/>

Offer visible until 25/08/19

