

Customer Care Specialist (Entry-Level)

Zagreb office

[Lemax](#) is a SaaS solution for travel agencies and tour operators. With more than 35+ customers globally, we are leading the innovation and changing how travel companies do business by enabling them to focus more on their clients and partners. Our product is their core business solution – so we see ourselves as their strategic partners.

Our team consists of 100+ people in our offices in Zagreb and Osijek. Over the years, we have achieved growth and we consciously invest in product quality, technology, people, and process improvements.

Every successful team is guided by a clear mission and vision, and our Customer Care team is no exception. Our mission is straightforward yet powerful: **to provide exceptional client support, ensuring good client relationships and satisfaction through expert guidance and optimal use of our system.** Join our dynamic team as a **Customer Care Specialist** and leverage your skills to ensure the highest level of client satisfaction.

Key Responsibilities

- Supporting clients in all their questions and issues in order to ensure the highest level of client satisfaction
- Analyzing, tracking, and prioritizing support tickets in a prompt manner on a daily basis
- Assigning support tickets to relevant team members or resolving them independently through problem analysis, research, and website testing
- Continuous communication with customers from all over the world via email, MS Teams, and telephone
- Close cooperation with all internal teams (IT, Sales, Implementation department) in order to improve both our company's and our client's business processes
- Documentation creation and maintenance for Lemax Software users: knowledge base site, user manuals, notifications, customer reports, meeting minutes, how-to guides, etc.

Read further to learn more about [our Customer Care team](#).

Who are we looking for?

- At least **1 year of work experience** (student jobs count too!)
- University degree or soon graduation
- Excellent written and spoken English language skills
- Ability to communicate technical terms in a user-friendly language

- Logical thinking and problem-solving skills
- Advanced interpersonal communication skills

Bonus for:

- Experience in Customer Care roles
- Degree or about to graduate in the fields of economics or technical sciences

What's in it for you as a Customer Care Specialist?

- Professional growth - We care about your knowledge and skills, and we want to support your career potential and aspiration
- You will be challenged on a daily basis to understand our customers' user issues and provide the best solutions - the learning curve goes up!
- Chance to advance your career in the areas of SaaS software development and tourism business processes
- Work in a team-oriented environment with positive relationships and generally good people

Benefits that we offer to the Lemax employees:

- Hybrid model - 10 days per month for working from home
- Fully covered sick leave
- Days off for important life events
- Exchangeable public holidays - exchangeable for another day off within the same month
- Opportunity to either work remotely or enjoy a vacation in our HQ in Šibenik
- Internal and external education, conferences & meetups, office library
- Gamification - earning credits to win rewards for speaking in lectures/conferences, referring employees, writing blogs, or participating in media interviews/articles.
- Budget for team building for every team
- Company team building events
- Workspace healthy perks (standing desks, fresh fruit, beverages, etc.)
- Parking spots
- Baby bonus
- Part-time working hours for mothers during the first month after returning from maternity leave, with a full-time salary
- Possibility of investing in the III pension pillar
- Possibility of sabbatical leave - duration 2 months (after 5 years in the company)

If this description aligns with your professional aspirations and desire to elevate your career within such an environment, we invite you to apply and engage in further dialogue with us!

How to apply?

If you want to join our growing Customer Care team, please send us your CV via the submission form (Apply for this job button below). Applications are processed as soon as they arrive.

To learn more about our selection process, time frames, and steps, we invite you to read our [blog post](#) on this topic.

Application deadline: 25.10.2024.

[Apply for this job](#)