



IT CUSTOMER SUPPORT (F/M/D)

Full-time

Under the brand DoorBird, the company Bird Home Automation GmbH develops, produces and markets high-quality IP video door intercom systems worldwide. In addition to the company headquarters and production site in Berlin, there are further branches in San Francisco and Jacksonville, USA. With about 130 engaged employees we are proud to be one of the market leaders in the field of smart home products.

DoorBird is part of the ASSA ABLOY Group, the world's leading manufacturer and supplier of locking solutions and security systems that meet customers' high demands for security, protection and ease of use.

To strengthen our team at the Berlin-Kurfürstendamm site, we are looking for an **IT-Customer Support (f/m/d)** to start at the earliest possible date.

Your tasks:

- As part of our consulting team, you will support our customers with your technical knowledge and product expertise in handling inquiries via email or phone (inbound - not a call center)
- You value a qualified and customer-oriented approach to work.
- Together with our customers, you develop effective and service-oriented solutions
- You contribute your experiences and ideas to the team, aiming to continuously improve customer service, proactively shape it, and optimize processes

Your profile:

- Open and friendly demeanor, primarily on the phone
- Technical background knowledge is an advantage, but not mandatory
- However, technical understanding is required
- You are no stranger when it comes to iOS, Android and the "Cloud"
- You are comfortable working independently and working in a team
- Good to very good language skills in spoken and written form, both in German and English, are mandatory

With us you can expect:

- Varied and responsible activities in committed teams with exciting projects
- Pleasant working atmosphere and an open and family-friendly working environment
- Hybrid work model with the opportunity to work from home 1 day per week.
- Very good development opportunities
- Competitive compensation
- Close cooperation with experienced experts on globally successful products
- A secure job in an established company with an inspiring corporate culture, flat hierarchies and fast decision-making processes
- Many things that make working life more enjoyable: unlimited drinks and fruit at the workplace, company bicycles on request, regular team events, roof terrace and much more.

If you're someone who wants to work with modern methods and technologies in a secure company, then you've come to the right place.

Apply now!

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Part of ASSA ABLOY