



By selecting Klopotek, publishers get what they need for completing essential tasks: innovative, interactive apps & a direct connection to people who support them with inspiring ideas

Join us if you want to be part of our mission to help publishers and media companies to embrace digital change by providing innovative software and services. Our publishing software and consulting services are an essential element in the publishing market to drive change. Large company groups, but also creative independent publishers, are representative of our customer base. We can only meet their expectations with creative people in our teams. At our office in Hilversum or Berlin (working remotely is also an option, after having been trained), we currently have a vacancy for the position of a

Customer Support Analyst for Order to Cash Systems

As part of our highly motivated Customer Care team, you will be the first point of contact (both advising & supporting) for our customers using Klopotek's Order to Cash Systems for books, journals and advertisements.

In this role, some of your key **tasks** will be:

- Handling and resolving requests/issues regarding our O2C software & services
- Analyzing & finding a solution for technical problems reported to you
- In case of complex or major issues: summarizing the problem & submitting it to our Dev team, incl. tracking its resolution
- Keeping customers informed about the status of their requests (and the next steps) at all times

Your profile

- You have either practical experience in the publishing industry (preferably Sales or Distribution/Fulfillment) or a background in IT
- This is essential: a good knowledge of IT, databases, and SQL – or the willingness to acquire this knowledge
- You enjoy working with and for customers from various sectors of the publishing world
- You combine an analytical mindset with great attention to detail; you have a hands-on mentality and strong problem-solving skills
- It is easy for you to set and manage priorities in a structured manner
- You communicate in an engaging and transparent way; you are fluent in English (business level written & spoken); some knowledge of German would be highly desirable

Your benefits of working with us

- Flat hierarchies and a good atmosphere with a high level of collegiality
- Excellent work-life-balance: flexible working hours & the option to (partly) work from home; you will have the opportunity to occasionally visit & work from our other offices
- Training tailored to your individual needs
- Benefits/contribution to commuting costs/pension scheme

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You will work in an interesting, international team with low-profile hierarchies and will have, from the beginning, your own responsibilities. Over 14,000 users work with our software – by joining us, you will significantly contribute to our goal of making life easier for people in publishing & media. As regards your working hours and requirements to align work and family life, we are as flexible as possible, and we're always open for your ideas for your personal development.

Join us – together we can achieve more!

We look forward to receiving your application!

Please send your CV and covering letter to: recruiting@klopotek.com

and don't forget to include your salary requirements and some information on your availability.

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