



## Help wanted!

MessengerPeople is one of the pioneers in the field of messenger services and today the leading software-as-a-service provider for messenger communication & chatbots. With our solution, companies use the most popular messengers, such as WhatsApp, Facebook Messenger, Apple Business Chat, Telegram, Viber and Co professionally and securely.

Since September 2021, we have been part of Sinch! The Swedish, listed company connects businesses and customers worldwide via mobile messaging, voice and video telephony.

Our customers include eight of the ten largest U.S. technology companies. Today, we count over 2,000 employees in more than 40 countries.

You want to make us even better? Let's go for it!

Our Engineering & Support Team is looking for reinforcement! Growing tasks, increasing internationalization and our focus on fast scaling software drives us.

For our headquarters in Munich, Germany we are therefore looking for a

## **(Junior) Operations Manager (m/f/d)**

### Your Tasks

- You are part of a cross-functional team and support the smooth technical provision of our software products in productive operation
- In case of technical support you are the contact person (2nd level) for our customers as well as for the internal departments (Sales & Customer Success)
- You support the technical onboarding process of our customers across various platforms and accompany them until successful go-live
- You look after the technical operative back office and ensure the provision of all necessary resources for internal technical operations (business IT).
- As an interface between technology and customer support, you ensure the necessary exchange of information and create editorial articles in the Help Centre

### Your Profile

- Customer and service orientation are your top priorities
- You have a good basic technical understanding and work in a structured manner
- You already have some experience in software support or at least a strong interest in IT
- You are quick on the uptake, flexible and keep a cool head even in stressful situations
- You like to work independently with high quality standards
- You are a team player and enjoy working in an international team
- You have good German and English skills (at least B1)What you can expect

## What you can expect

- Many exciting topics, a successful product and a growing, global company - there is plenty of room for you and your ideas!
- An international and highly motivated team. Hands on spirit drives us!
- Cool office near Munich central station. Remote work possible
- Regular team events from Winter fun to hut weekends in the Alps
- Flat hierarchies, short decision-making processes and a trusting and open corporate culture

Apply now and become part of our Engineering & Support Team! We are looking forward to you, your ideas, your curiosity and above all your personality!

## Your personal contact

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