



## Customer Support (m/f/d)

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**Founded in 2012, wikifolio.com is a dynamic and rapidly growing FinTech in Vienna and the best-known company for B2C investments in German-speaking countries.**

To empower our market operations department we are looking for a motivated colleague who is enthusiastic for customer support and has a strong interest in securities and stock markets. You will support our investors and traders in placing profitable Wikifolios and ensure our data quality. **The complex capital market and an excellent working environment with open colleagues sounds exactly like you? Then apply now and we look forward to meeting you!**

### Responsibilities

- Execution and documentation of structured customer processes (e.g. trader interviews, legitimization, inbound and outbound conversations)
- Risk management (compliance with the rules of good conduct, order management etc.)
- Verification & assurance of data quality (credentials, real money evidence etc.)
- Development of new customer processes and improvement of existing processes
- Participation in projects and growth initiatives

### Requirements

- Completed education, ideally
- High process orientation and conscientiousness
- Good knowledge of the capital market and interest in further deepening (issue process, structured products etc.)
- Experience in dealing with customers desired
- Sound knowledge of standard software (tables, text) and customer service programs
- Fluent language skills in German and English, any other european language is beneficial
- Results-driven and independent working in teams with high quality standard
- Flexible working hours, part-time and full time possible (38.5h per week, IT-KV)

### What you can expect



Team-oriented  
work environment



Young, dynamic  
and distinguished  
colleagues



State-of-the-art  
technology



Home-Office



Exciting team  
events



Free coffee



Flexible working  
hours



Great transportation  
connection

At wikifolio.com an exciting job environment awaits you in a dynamic, constantly growing and multiple award-winning fintech. Experimenting, failing early, learning and continuing is our motto. An innovative working world with opportunities for professional development is our goal. Expect real work-life balance as well. Become part of our team – we live by our values transparency, fairness, ambition, sustainability and joy and make investing available for everyone.

**Transparency is key: Together, we will create an attractive salary package that is based on your experience as well as the usual market conditions. The minimum salary for this position is EUR 35.784 gross per year.**

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