



## Head of Customer Care & Market Operations (f/m/d)

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Founded in 2012, [wikifolio.com](https://www.wikifolio.com) is a dynamic and rapidly growing FinTech in Vienna and the best-known company for B2C investments in German-speaking countries.

At [wikifolio.com](https://www.wikifolio.com), customer support is not just a department, it's lived by everyone. For our 4-member team of experts, we are looking for a dedicated & process-oriented team leader, with a direct reporting line to management. In your role, you will work with the team in further developing our current service processes to improve the efficiency and quality of the wikifolio-lifecycle. Are you as focused on growth and quality as we are? Then we should get to know each other quickly!

### Responsibilities

- Leading the Customer Care & Market Operations Team at [wikifolio.com](https://www.wikifolio.com)
- Responsible for user interaction (inbound and outbound), wikifolio lifecycle (eg emission) and data quality
- Ongoing improvement of service processes and tools
- Active coordination with other teams (eg product, IT, marketing, business development)
- Further development of the active user / prospect approach
- Structured success measurement and service optimization

### Requirements

- Several years of leadership experience in customer care or operations
- Experience in self-responsible conception and implementation of customer service processes and tools
- Very good knowledge of securities and willingness to expand them accordingly
- Top customer and service orientation
- Very good language skills in German and English - other European languages are an advantage
- Result- and goal-oriented work together with high quality standards

### 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](https://www.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 42.952 gross per year.**

Apply now