



**credi2**



We are hiring!

# Customer & Merchant Service Manager (f/m/d)

Full-time (38.5 hours/week)  
immediate

[www.credi2.com](http://www.credi2.com)

The pay later platform company.





## Who we are:

As the white label “buy now, pay later” (BNPL) market leader in the DACH region, credi2 develops innovative payment solutions for banks and OEMs (original equipment manufacturers) as well as for their retailers. Numerous customers benefit from our sales financing solutions, such as Volkswagen Bank, Raiffeisen Bank International, Apple, Cyberport, and Deutsche Bank.

Based on our SaaS platform, we create maximum flexibility through our 100% digitalized omnichannel payment solutions. As a fintech, we enable financial service providers to access the fast-growing BNPL market quickly and easily and thereby create the potential to acquire millions of new customers. In addition, OEMs and retailers can use new subscription models to generate recurring revenue, increase their repurchase rates and at the same time make a valuable contribution to the circular economy.

### **With our team from more than 15 countries, we deliver exceptional products like:**

- cashpresso, a revolving credit product for Raiffeisen Bank International in Germany and Austria
- FINANCE A BIKE, an installment loan for VW Bank for more than 1,300 merchants in Germany
- the official Apple subscription program for merchants, e.g. Cyberport, Gravis, McSHARK in Germany and Austria

We cherish our open, diverse company culture and values – constantly seeking to improve personally, as a team and as a corporation. Many companies talk about searching for the best skills – sure, that’s important. However, we believe there’s more to it than that. At credi2, we truly believe that the right attitude and cultural fit is even more important. That’s our ‘secret sauce’. That’s what makes us jump out of bed happily on Monday mornings and secures both your personal and our exceptional business growth.

## What’s up next?

Currently, we are in the exciting transformation from start-up to scale-up and accelerating our expansions within the current footprint as well as internationally. Therefore, we need the best minds with the best fit willing to proactively shape the future of credi2.

## What you will do:

As **Customer and Merchant Service Manager (f/m/d)**, you’ll represent credi2 towards our external partners and at the same time ensure efficient merchant service processes.

## Your core responsibilities will be:

- As a part of our Customer & Merchant Service Team, you’ll primarily take care of written and telephone customer enquiries in the 1st level
- In the 2nd level, you’ll work on more extensive requests and are also in touch with our customers via phone
- You will also regularly collaborate with different team members across our other departments
- You act as a direct contact person for our working students



## What you will bring with you:

- You already have some work experience in Customer Service and in the banking or finance industry
- You have excellent communication skills and a professional command of German and English (both written and spoken)
- You define yourself as a flexible team player who is eager to learn new things
- You like working in a highly independent, structured, and accurate way
- You're experienced with MS Office and are not afraid of becoming acquainted with new IT systems
- You're willing to occasionally work on Saturdays
- You're motivated to actively contribute in a growing scale-up

## How you benefit working with us:

- **Flexible working hours:** we know it can be difficult to reconcile your private and professional life and there's no need to track you down to know you're doing a great job. We believe in the outcome, not in 9-to-5.
- **Work-from-home options:** we want you to select the location where you can thrive and bring the best results. Hence, we offer you the choice to work from home on up to three days per week.
- **Innovative and agile environment:** we give you the chance to actively build, shape, and develop our company – we want you to take the lead: speak out, be proactive, think in big ideas!
- **Grow with us:** we believe in your potential and support your personal advancement – our training budget and further development programs will help you prosper both personally and professionally.
- **It's not just about work:** regular team events and company breakfasts are essential to us and let us thrive not only as co-workers, but as the community we are – including our four-legged happiness managers.

*We value diversity of perspective and seek to build an inclusive workplace that welcomes people from all different backgrounds.*

## Payment:

The minimum salary according to the collective agreement for a full-time position is EUR 1,561 (gross). For legal reasons, we only state minimum salaries according to the collective agreement in our job advertisements. We talk about everything else in person.



**credi2**

You can't wait to become a part of the credi2 community?

Then send your CV (and LinkedIn profile) including three sentences about yourself and your salary expectation to our HR Manager Katharina via

**jobs@credi2.com**

We are looking forward to your application!

Please note that we require applications to provide a valid Austrian work permit when applying. For further information regarding data protection, please follow this [link](#).

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