

Join our VERBI Team as a

Working Student Customer Service (m/f/x)!

We are **VERBI Software GmbH** – the company behind **MAXQDA** – the #1 software for qualitative and mixed methods data analysis. We provide researchers, universities, and companies with an innovative and intuitive tool so they can accomplish great things. Professional service and a close connection to our community has paid off: since our founding in 1989 we have grown steadily and sustainably as a family company.

Your Tasks:

- You support our Customer Service in the daily business with national and international customer inquiries via phone and e-mail,
- You're contact person for all customer requests, e.g. questions concerning the order process, licensing and activation of our software,
- Likewise you reinforce the technical support at inquiries regarding the installation of our software and technical issues on demand.

What we are looking for:

- Enrolled student – your subject of study isn't our first concern: we are looking for positive-minded people who are innovative and independent in their work and are willing to take responsibility,
- You can identify problems or problem potentials spontaneously and solve/prevent them,
- Some experience in communication with external clients desirable,
- English as a first language and good German skills (other languages are a plus),
- Good technical basic knowledge with computers (Windows and Mac), Internet and Software (no programming skills needed!),
- Flexibility in working hours (ideally willing to work late afternoon for our American customers),
- Experience with MAXQDA is favored,
- A reliable, independent way of working, team spirit and analytical thinking complete your profile.

You do not have to match our job profile 100%. What is more important is that you fit in with us as a company, and that you have a desire to contribute your ideas and develop as a professional.

Your Benefits:

- Modern office near Berlin central station
- Fruit & drinks for free
- Big kitchen, balcony and rooftop terrace
- Team events and company parties
- Onboarding program & VERBI buddy
- But most of all: exciting tasks and an open ear for new, creative ideas and approaches!

How we work:

Work at VERBI is characterized by flat hierarchies in which everyone can participate with engagement, responsibility, and joy. Our company culture subsists on clear and open communication, reflection, and enthusiasm for our work. You will be able to feel our close company culture during lunch together on our rooftop terrace, foosball sessions, or team events.

Want to be part of the VERBI team? Then send us your CV (cover letter and relevant certificates are optional). We are looking forward to receiving your application, which will naturally be handled in accordance with European data privacy laws.

Do you have any further questions? Do not hesitate to send an e-mail or call us.

Esther Placzek

Human Resources Manager

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