



**HELLO,
WE'RE HIRING!**



HERE'S YOUR CHANCE TO SHINE:

**TEAM LEADER CUSTOMER SUPPORT
FULL-TIME - IMMEDIATE AVAILABILITY**



ABOUT PAJ

PAJ is one of the leading manufacturers, distributors and consultants in the field of GPS tracking, with its headquarters in Windeck/Germany and an international team in Spain, India and the USA. We offer GPS trackers for almost every application

PAJ is a very dynamic and growing company with many creative and committed minds, inside and outside Germany

An open communication culture and great personalities make us who we are. If you love variety and challenges, then you belong us!

THE SPECIALS

Dynamic & flat hierarchies in a familiar and warm environment

Your voice counts: You can play an active role in shaping PAJ

Varied daily work with constantly new challenges and growing responsibilities

Fun, fun, fun: table football, bowling alley and more!

Stay healthy: We take care of your sports subscription

We support your studies/training with outstanding performance

100% home office possible



THE THE JOB INDIVIDUAL

Together with a colleague, you will lead an international team of currently 22 customer service employees. You make sure that your employees work together to achieve common goals and provide our customers with a 5-star service every day

You will analyse customer enquiries and needs and help to transform these into solutions to further increase customer satisfaction

As a team leader, you are the first point of contact for our support team, lead team meetings and conduct employee appraisals

You monitor KPIs, interpret their results and derive optimisation methods from them

You will also be responsible for staff scheduling, are involved in the selection of personnel and train new employees

As a team leader, you will also be responsible for technical customer service and work closely with other departments

Further development is important to you - both your own and that of your team

In addition to managing your team, you will also work in day-to-day business if necessary

You have several years of professional experience in customer service and have management experience

You are a flexible and proactive leader and help your team realise their full potential every day

You approach people openly and actively and are able to inspire them

As a communicative personality, you stand for dialogue and transparency - you like to pass on your knowledge and like to learn

You have a talent for organisation and love to create structures and workflows in your area of responsibility

Even when faced with difficult challenges, you keep the overview and are 100% reliable

Your time management is excellent and you delegate work effectively

You like to make decisions and actively approach changes, to plan, prioritise and follow up in good time

You can communicate confidently and clearly in both German and English (other foreign languages are a plus)



Do you want to bring customer service to life and keep improving with and for us? As unique as you, are our opportunities to grow together. We invite you to discover a world where your talent will find a home. Send us your detailed application with salary expectations by e-mail (summarised and as a PDF document) to bewerbung@paj-gps.de.

If you have any questions, please contact our recruiting team by e-mail or by telephone on +49 2292 939 95 54.