



**Jaka Lounge agency** is providing complete human resource management support for companies. We put our special focus on high-quality selection process while we believe that knowledge and competencies bring brilliant results only when they're combined with adequate motivation. We are supporting our client [Viselio](#):



**Viselio** is a fast-growing travel start-up headquartered in Switzerland. Our vision is to build a digital platform to help our customers obtain travel visa online, securely and efficiently. In order to support our future growth in Germany, Switzerland and Austria, we are currently recruiting an enthusiastic and passionate:

## **Customer Support Officer (German language)**

**(Belgrade, Serbia)**

### **Your responsibilities:**

- Interaction with our German speaking clients in Switzerland, Germany and Austria
- Advising our customers on their visa requirements and guide them through the application process
- Solving any irregularities swiftly and in a friendly manner
- Ensuring that our customers have a pleasant and trouble-free experience
- Support various projects on an as-needed-basis.

### **Requirements:**

- Excellent writing and communication skills
- Fluency in both German (at least C1) and English (company language)
- Knowledge of French would be considered as an advantage
- The ability to grasp problems quickly and to come up with a great solution
- A strong self-cautious personality with a "can do attitude"
- Great analytical skills, a sense for structures and processes with a passion for details
- Good ICT knowhow and passionate about digital technology
- Previous experience in a start-up environment would be considered as an advantage, and finally
- Patience, grace and a great sense of humor.

### **Why Viselio?**

- Dynamic, friendly and international working environment
- Modern and cozy downtown office
- Competitive salary and benefits
- Health insurance
- Possibility to travel abroad
- Professional and personal development
- Team buildings, conferences and events.

**This is your chance to be part of young and passionate team. Let us revolutionize a whole industry together!**

If you find this position interesting, please submit your CV electronically: [iva.miljic@jakalounge.com](mailto:iva.miljic@jakalounge.com)