



NumberX is an app-based Mastercard that enables users to combine the security of their bank with the advantages of new financial technologies. The focus is on maximum freedom and flexibility, the greatest possible acceptance and, at the same time, high security and transparency. NumberX can be used via the NumberX app (iOS and Android) based on a monthly flat-rate model. The company was founded in 2020 with its headquarter in Vienna (Austria) by Claudio Wilhelmer and Matthias Seiderer and is supported by well-known partners and industry-related investors.

NumberX is looking for a world-class:

### **Fulltime Junior Customer Support Agent (M/F/D) - Vienna, Austria or Remote (EU)**

to join our growing team, helping us to expand our company across Europe as effectively as possible. Our ideal candidate is a strong personality and must be a natural hands-on initiative-taker who has a track record of success and ability to thrive in high-growth, fast-paced environments.

What you'll be doing:

- Support our customers with the best possible Customer Support experience
- Work across multiple channels, such as live chat, email and phone
- Preventing fraud and protecting our customers data
- Your feedback will have direct impact on the way we deliver our product

What skills you'll need:

- At least 1 year of experience in a Customer Support related environment
- You enjoy working closely with a team and it's something you have done previously
- Hands-on mentality and a willingness to take an active role
- Strong execution skills and far above average drive
- Analytical driven mindset, excellent communication skills
- Willingness to work hard in a fast-driven startup environment
- English full professional proficiency, other languages (e.g. German) are a plus
- Knowledge in (online/mobile) banking and the payment industry is a plus
- Working experience in a startup environment is a must

At NumberX it's about getting \*\*it done and owning what you do. Our team is highly entrepreneurial and autonomous, we treat people equally and give freedom to everyone. If you believe you have what it takes, get in touch with us by dropping a line, and don't forget to attach your CV with a few sentences why you want to join us: [hire@numberx.com](mailto:hire@numberx.com)

*Depending upon the qualification and experience of the candidate, remuneration will be competitive. Due to legal reasons, we are obliged to disclose the minimum salary, which is € 2.464 gross per month (IT collective agreement). However, our attractive compensation package is based on market-oriented salaries and is usually above. The employer is a company registered in Austria with its office located in Vienna.*