

allo Technology GmbH



Can you imagine what kind of operational chaos local restaurants face behind the counter? It is time for a change! We are allo - the digital backbone of restaurants, the future of gastronomy, and the reliable partner of local businesses. We are bringing a revolution to local restaurants and empowering them to do great in business. allo is building the future of restaurant technology by offering an all-in-one tech platform helping restaurants thrive. Our mission is to give local restaurants unfair technology advantages to compete with prominent players. Join allo and help revolutionize the future of gastronomy with us!

Customer Support Agent (m/f/d) | Working Student

English and/or Chinese & German Speaking

City: Berlin; Starting date (earliest): At the earliest possible; Remuneration: 18 Euro/h (Mo-Fr) / 20 Euro/h (Weekends and Public Holidays)

Working field

allo wouldn't be a start-up high-growth leader without its strong customer-centric attitude. To further strengthen our customer-focused approach we are seeking a motivated working student for our Customer Support team who is passionate about providing first-class support to our gastronomy customers. In this position you will play a key role in ensuring our customers' satisfaction and success by acting as the first line of support and trusted partner for all of our customers and help deliver prompt, accurate and profound assistance for various customer requests via different channels. If you are a quick learner with strong listening and communication skills interested in supporting customers, building strong customer relationships, and innovative technology, this role is a great opportunity for you.

Your Responsibilities | What you will do

- Act as primary point of contact for our existing customers in case of (technical) problems and questions
- Provide timely, efficient and friendly live support and communication to our customers via different channels such as email, live chat and phone calls
- Guide customers through solutions step by step and patiently while communicating in a very clear and easy-to-understand manner
- Whenever necessary, assign and escalate customer requests to responsible internal experts
- Document and track customer issues in our customer support system, ensuring all interactions are recorded accurately

- Stay up to date on product updates and new features to support customers even with the latest functionalities
- Collaborate closely with Technical Onboarding, Account Management, Operations, Product, Engineers and other relevant internal stakeholders to provide timely, clear and first-class support and communication to all our customers and to take our product to the next level
- Help continuously improve our customer support, workflows and products by gathering and investigating customer feedback and context, surfacing common problems or repeated customer confusion areas, logging frequently asked questions and complaints, sharing firsthand insights, and actively contributing to feedback loops

Requirements

- Currently enrolled at a university
- Customer-focused mindset with a passion for ensuring high customer satisfaction
- Solution-oriented thinking paired with problem solving skills
- Excellent interpersonal and communication skills with the ability to communicate even complex solutions and features in a simple, patient and friendly manner
- Strong organizational skills to manage multiple requests and prioritize tasks
- Comfortable interacting with internal as well as external stakeholders
- Flexibility, willingness and ability to work from our Munich office located at beautiful Werksviertel and to perform shift-work which might include evening and weekend shifts sometimes
- Native or very good German and Chinese language skills along with business proficiency in English; any additional languages are a very big plus (especially Hindi and Vietnamese)

What we offer

- Working closely with founders and alongside ambitious team members
- Direct impact on customers' happiness and success as well as allO's future success
- Opportunity to take ownership and help build the leading restaurant management tech platform
- A collaborative, fast-paced startup environment with room for personal and professional growth
- A very motivated, international and diverse team with a flat team structure
- A very competitive and attractive salary
- Regular team events full of fun and team spirit
- Great office in Berlin with unique office perks
- Modern work equipment (Apple)
- Health benefits (Wellhub / Wellpass)
- Attractive discounts on well-known brands via corporate benefits

Application

<https://allotechnology.careers.hibob.com/jobs/d2c793f9-f029-4936-b351-06ec69385694/apply> or <https://allotechnology.careers.hibob.com/jobs/d2c793f9-f029-4936-b351-06ec69385694/apply> here

More information at <https://stellenticket.de/198213/HTWB/>
Offer visible until 08/11/25

