ablefy GmbH

Since 2015, ablefy has been on a mission to turn expertise and passion into thriving businesses. Today, more than 100,000 entrepreneurs and companies use our platform to sell and grow, and together they've generated over €2 billion in revenue through ablefy. We bring selling, payments, subscriptions and all the operations behind them into one place. That gives coaches, consultants, creators and growing companies the infrastructure to build and scale digital businesses across borders, without the usual complexity. We handle the hard parts so our customers can focus on what they do best. Our principle is simple: when our customers grow, we grow. It shapes every product decision we make and how we measure our success. We're already a leading platform in the DACH region, and we're building what comes next.

Werkstudent-Customer Support (M/W/D)

City: Berlin; Starting date (earliest): At the earliest possible; Remuneration: k.A.

Tasks

Responsibilities

- Handle incoming collections cases (email, chat) within SLA, according to defined procedures
- Manage payment reminders, failed payments and payment plan arrangements
- Prepare and process Inkasso handovers and stops
- Cover payer cases during absences
- Phone support
- Maintain and correct collections documentation for the knowledge base and the planned dunning assistant
- Take on new customer support tasks as Support's scope develops

Requirements

Must-haves:

- German C1 or higher, spoken and written (phone with German consumers).
- English B2 or higher.
- Written precision: clear, correct customer communication under pressure.
- Process discipline: follows procedures exactly, documents decisions.
- Strong numerical accuracy: reconciles payment states without errors.

Nice-to-haves: Studies in business, law or economics; accounting or receivables exposure; prior customer service or e-commerce experience; Salesforce exposure.

Soft skills: Calm with frustrated customers, firm on decisions without escalating tone, asks early instead of guessing, adapts when priorities shift.

What we offer

- The chance to take on responsibility from day one and actively contribute to our team's success.
- An inspiring work environment with flat hierarchies and room for creative ideas.
- Opportunities for professional and personal growth in the SaaS space.
- Paid vacation, so you get the rest you need.

Application

Contact person: Esra Dabakoglu

By internet: https://ablefy.breezy.hr/p/3cefa6cbf5c401-working-student-customer-support-m-w-d?state=published

More information at https://stellenticket.de/208703/HTWB/
Offer visible until 28/12/26