



# WORKING STUDENT CUSTOMER SERVICE(M/W/D)

As a Working Student in Customer Service, you will support our Customer Service Specialist in daily tasks and get valuable insights into how we interact with our clients and prospects. You will help us respond to customer needs, manage our digital inbox, and ensure smooth communication with other teams. This role is a great opportunity to gain hands-on experience in customer communication, process improvement, and working in a fast-growing data-driven company.

## ABOUT US

North Data was founded in 2016 and became an established and well - known player in company data research. Data is our business: we compile, enhance, aggregate company data and performance from more than 79 million companies in 21 European countries.

Our products and services are used by companies, journalists and individuals.

We are financially stable and keep growing and expanding our business with a strong focus on Europe. We are proud to be an international and diverse team serving more than 12.000 customers and investigative journalists worldwide from our office in Hamburg, Germany.

## YOUR TASKS

- Support in prioritizing and categorizing incoming customer requests
- Assist in managing the digital inbox: drafting replies, forwarding requests to other teams, and following up on solutions
- Collaborate with internal teams to ensure quick and effective resolution of customer issues
- Contribute to improved communication and efficiency, e.g., by drafting standard texts or updating workflows
- Handle incoming physical (postal) mail

## YOUR PROFILE

- **Education:** You are enrolled as a student (preferably in business, communication, or a related field)
- **Language skills:** Strong communication skills in German and English, both written and spoken
- **Team and problem-solving skills:** You enjoy working with people and solving problems in a pragmatic way
- **Work style:** You are structured, reliable, and proactive manner and are interested in learning about customer communication and data-driven products
- **Availability:** You are available for at least 16 hours per week, ideally in the afternoons and are willing to work from our Hamburg office on Wednesdays (depending on your university schedule)

## OUR OFFER

- **Company spirit:** We are a small and growing international team of professionals with different cultural and professional backgrounds. We work together based on loyalty, trust and a sense of responsibility. Flat hierarchies with a lot of opportunities to grow and develop.
- **Work style:** We work in a hybrid model from home and from our office in downtown Hamburg with lakeview and great accessibility with public transport. Working hours are flexible.
- **Compensation:** Attractive compensation. We believe in learning and budget for training and development activities for each employee.