



Tool & Automation Specialist - Customer Support (f/m/d)

Fulltime, Graz

Job description

We open the door to a world of possibilities and give you the chance to set new standards with us. We are looking for people with enthusiasm for innovation, people who are passionate about what they do, forward thinkers, and doers. Is that you? Then our door is open for you.

As a Tool & Automation Specialist (f/m/d) in our Customer Support Team, you play a key role in the further development and automation of our support systems. You identify automation potential and adapt our processes to internal standards, contributing to a smooth customer experience. You use your technical expertise and service mindset to set up scalable, AI-enabled workflows. In this role, you work closely with various teams to actively shape the future of our customer service at Nuki.

Your role

- You manage and continuously develop our CRM and ticketing system (e.g., Zendesk), adapting it to our service requirements – including license management, triggers, automations, and workflows.
- You design automated processes and proactively contribute ideas to sustainably improve the customer experience.
- You document technical and operational processes to ensure transparency and scalability.
- After an onboarding phase in our Customer Support, you collaborate with other teams to develop automated support solutions – from AI-based agents to performance tracking systems.
- You combine automation and excellent customer service by identifying manual processes and transforming them into automated workflows.



Your qualifications

- You have at least 2 years of experience working with CRM and ticketing systems such as Zendesk, Microsoft Dynamics, or Salesforce, and you know how to configure automations, triggers, and account structures.
- You have an interest in AI, automation, and modern support technologies – ideally with first experience using AI tools in customer service.
- You have excellent German and English skills, both written and spoken.
- You work in an analytical, detail-oriented, and solution-focused manner, combining innovative thinking with a practical understanding of service needs.
- You take responsibility and actively seek opportunities to improve processes and systems.

Why us

- We offer you the opportunity to be part of a fast-growing, highly motivated team of talented professionals. With your ideas, you get to shape the future of keyless access.
- We support your personal and professional development. Take part in our internal Nuki Academy seminars and workshops, free Udemy online courses, or enroll in a class of your choice. To improve language skills we offer free German and English courses for all levels.
- Are you a sports enthusiast or freelancing on the side? We offer working time models that suit different lifestyles. In addition to an extensive flextime model, you can work from home up to three days per week.
- Are you a working parent? We understand your needs. That's why we offer not only flexible working models but also support you by subsidizing childcare costs.
- Do you want to work while exploring new places? At Nuki, we believe that inspiration knows no boundaries. That's why we offer you the option to take a workation for up to three weeks per year.
- Time with family and friends is important. That's why we give our employees off on December 24th and 31st. At Nuki you get to enjoy a total of 26 vacation days per year.
- When it comes to hardware, everyone has their preferences. When you start at Nuki you will get to choose your preferred computer (Win/Mac/Linux). On top, you can get a company phone which you can also use privately. We cover your monthly phone bills.
- We support green choices. If you decide to use public transport to commute to the office, we will subsidize your annual ticket (Klimaticket). If you need to commute via car, we provide parking spaces and charging stations in our garage.

- We like to bring our team together and foster a collaborative environment. Once a week you enjoy a free breakfast while connecting with your colleagues. High-quality coffee and tea, regional juices, fruits, and vegetables are available at any time.
- The mental health of our employees is one of our top priorities. As part of our cooperation with Instahelp, a professional online counseling service, you get to take part in free online counseling sessions. Our strong mind program also supports both your physical and mental health. Improve your cooking skills in a cooking course, or enjoy a relaxing massage for your back and neck during Health Day.
- We believe in a diverse team and are proud to have people from more than 15 nationalities working for us. If you are living abroad you will receive full and free support with CINT when it comes to your relocation to Austria.
- As much as we enjoy work, we also love to have fun together during our memorable events. Join us on our annual two-day summer event, our beach volleyball challenge, the legendary Christmas party, or the dumpling challenge.

For the advertised position, a minimum salary of € 3.175 gross per month applies according to the collective agreement (no all-in) for a full-time position. Willingness to significantly overpay if you have the appropriate qualifications. This position is open for applications in Graz. We look forward to receiving your meaningful application via our [application form](#).

About us

We at Nuki are breaking new ground and are working on a completely keyless future. As one of the fastest-growing companies in Austria, we offer innovative products, a dynamic team of 140 employees, and more than 550,000 satisfied customers. We are pioneers in the Smart Home sector and are looking for people like you who are not satisfied with the status quo and are willing to take on responsibility quickly. We look forward to getting to know you!