

## (Senior) Digital Operations Manager (m/f/d)

We are on a mission to build a portfolio of digital products & services that simplify the life of healthcare professionals. While we are backed by a major corporate player, we move at start-up speed and appreciate an entrepreneurial, data-driven mindset.

We are now looking for a **(Senior) Digital Operations Manager** to join our team in Düsseldorf!

### **Your opportunity:**

- Lead and grow the digital operations team
- Manage and grow the univiva customer support operations
- Manage and grow the customer onboarding operations
- Measure, analyze and optimize the digital operations processes
- Be an advocate for customer service and customer happiness
- Build and maintain strong relationships with your peers and colleagues on the business and product side

### **Your background:**

- You have a university degree preferably in IT, engineering or other technical domains
- You have extensive technical skills and experience
- Ideally you have some experience with customer support and customer support tools (e.g. Zendesk)
- You have excellent English and German communication skills (both spoken and written)
- You are curious, ask a lot of questions and are willing to learn

### **What can you expect from life at naontek:**

- **Innovation:** You will be working at the frontline of digital healthcare. You will choose your own device and tools from state-of-the-art-technologies
- **Personal Growth:** We support your constant personal and professional development and provide the dedicated training you need
- **Autonomy:** We focus on our visions and goals and we give you the freedom to creatively reach those targets
- **Compensation:** We offer competitive salaries together with employer funded pension, flexible working hours, additional holidays, lunch allowance and public transport ticket subsidy
- **Location:** Our office is located in the digital heart of Düsseldorf (Medienhafen)

Have we sparked your interest? Would you like to shape the digital healthcare with us? Then apply now at [www.naontek.de](http://www.naontek.de) or send us an email to [jobs@naontek.de](mailto:jobs@naontek.de). We are pleased to meet you!

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