Customer Support Specialist at HR Software Provider

At Emply, we help businesses get the most out of their Emply HR platform.

As a Customer Support Specialist, you'll guide and support our customers' administrators – the key people responsible for their company's daily HR operations. You'll help them navigate technical challenges, optimise workflows, and realise their vision.

Emply is a modern, cloud-based HR solution designed to simplify recruitment, onboarding, and HR operations. This is a customer Support Specialist role where you'll build deep expertise in our platform, advising super users on complex configurations, troubleshooting issues, and ensuring they get maximum value from the system. Your ability to understand technical setups, analyse customer needs, and bridge the gap between users and our technical team will be essential to your success.

Meet the Team

Martin, Customer Support Specialist (since 2022):

"My tasks range from troubleshooting and guidance to setup and process optimisation within the system. The role requires a solid understanding of system logic and general computing such as browser behaviour and basic API, but most importantly, the ability to think in solutions and communicate Emply-specific knowledge clearly and accessibly."

Karoline, Customer Support Specialist (since 2025):

"We're a small support team of five to six people, serving as the first point of contact for our customers – a central role in the company. We help each other, share knowledge freely, and laugh just as much as we work. We're now looking forward to welcoming a new colleague who wants to contribute both professionally and personally to our team."

Your role

- Provide excellent customer support via phone and email.
- Listen actively and gather valuable feedback from users.
- Help customers achieve their goals and unlock the platform's full potential.
- Act as a bridge between customers and our technical team, ensuring clear and effective communication.

About You

- Great communicator You can talk to anyone, from everyday users to executives.
- Team player You thrive in a collaborative environment across teams.
- Tech-curious You have a technical flair and enjoy learning new systems.
- Fluent in Danish and English, both written and spoken this is a must.

Why Emply?

At Emply, we believe in creating a fun, engaging, and supportive workplace. We value team spirit and strong relationships across departments. Besides working on a meaningful mission to improve HR processes, we offer:

- A personalised career development plan and plenty of room to grow.
- A great team culture with social events, Christmas parties, and more.
- A competitive benefits package including: Pension scheme with company contributionFree fitness facilities, fruit, and beveragesOne extra week of vacation (on top of the statutory five!)
- Flexible work setup work from home up to two days a week.

Emply is part of Paychex Europe, a leading provider of HCM solutions. We are growing rapidly and expanding across Europe, always looking for passionate talent to join us on this exciting journey. **Are you interested?**

If you have any questions about the position, please do not hesitate to contact Mille Asbjerg, Team Lead at masbjerg@emply.com / 31 46 85 38. Please send your resume as soon as possible. We look forward to hearing from you and welcoming you to our team. Applications will be handled continuously, and we will hire as soon as the perfect new team member is found.