

# Customer Support Specialist – EmPLY People

*Help HR administrators succeed by solving issues, identifying and reporting bugs, sharing knowledge, and guiding them towards better ways of working in the system.*

EmPLY People from Paychex Europe is a flexible HR system for small and medium-sized businesses that unifies the entire employee journey in one solution.

This role sits in a growing and competitive HCM environment, where our customers rely on EmPLY People to manage critical parts of their employee journey — from recruitment and onboarding to performance and offboarding.

As a Customer Support Specialist, you will support HR administrators and superusers who are responsible for their company's daily HR operations. You will help them troubleshoot issues, understand system behavior, and optimize how they use the platform.

By doing so, you directly impact customer satisfaction, system adoption, and retention. When customers succeed in using the platform efficiently, they reduce manual work, avoid errors, and create better HR processes across their organization.

The role also offers strong development opportunities. You will gain deep product knowledge, strengthen your technical understanding (e.g. system logic, browser behavior, and API basics), and work closely with 2nd line, product, and the other customer-facing teams. Over time, this can lead to opportunities within support, onboarding, product, consultancy, or customer success.

Our office is in Copenhagen (Østerbro) and we offer up to 2 days remote per week.

## Your responsibilities

You are responsible for ensuring that our customers get real value from EmPLY People by helping them solve issues, optimize their setup, and use the system effectively in their daily work.

You act as the link between customers and our internal teams, ensuring that challenges, needs, and feedback are clearly understood and translated into action.

## Here is a list of tasks in the role:

- Provide customer support via phone and tickets, including troubleshooting and guidance
- Advise HR administrators and super users on system configuration, workflows, and best practices
- Analyze customer issues and translate them into clear cases for 2nd line
- Identify patterns in customer feedback and contribute to improving product and internal processes

## Our humble expectations

Given the responsibilities mentioned above, we expect people with the following traits, skills and experience to be successful in this role:

- Strong communication skills – you can explain complex system behavior clearly to both non-technical users and experienced stakeholders
- Technical curiosity – you are comfortable understanding system logic, browser behavior, and basic integrations (e.g. API concepts)
- Structured problem-solving – you can break down issues, identify root causes, and guide customers towards solutions
- Experience working in customer support, SaaS, or with complex systems (HR systems is a plus, not a requirement)
- Fluency in **Danish** and English, both written and spoken

We are always looking for different talents to broaden our horizons and step up our game, so if you can see yourself thriving and performing in this role, please let us know!

For questions about the role, please do not hesitate to contact Mille Asbjerg, Team Lead, +45 31 46 85 38 or by mail: [masbjerg@emply.com](mailto:masbjerg@emply.com). The start date is on the 1st of June. Applications will be reviewed continuously.

## PAYCHEX EUROPE

Paychex Europe delivers Payroll, HR, and Workforce Management solutions that simplify processes, save time, and provide insights that help businesses support their people and drive success. Built on over 50 years of expertise, our solutions adapt to changing needs — helping businesses run more efficiently, today and tomorrow.

**Deadline:**

**Contact person:**

Mille Løndal Asbjerg

**Contact email:**

Mille Løndal Asbjerg

**Job area:**

Customer Support

**Position type:**

Full time

**Location of job:**

Østerbro (Copenhagen)