



## AI Operations Manager (f/m/d)

Are you passionate about AI and motivated to apply it to enhance our work processes?

As an AI Operations Manager, you understand how our teams in Sales, Customer Success, Marketing and Customer Care actually work. You identify where AI and automation offer the greatest leverage and focus precisely there: you evaluate tools, implement them, and ensure they are truly adopted.

You work closely with day-to-day operations, continuously refining and improving our processes.



Graz



Full-time employee

TimeTac is a continually growing and innovative software company with a focus on developing and providing web-based and mobile time tracking solutions. We maintain a modern, open corporate culture with a strong vision and a great working atmosphere in which creative thinking is encouraged. The products of TimeTac are among some of the leading cloud applications in the categories of time tracking and absence planning solutions.

### Your future Role

- Analyze and further develop existing processes across the teams mentioned above, as well as in Office Management, Finance, and HR, with the goal of systematically improving them using AI tools.
- Identify concrete opportunities for AI and automation along the entire customer journey.
- Evaluate, select and pilot AI and automation tools
- Introduce new solutions into daily operations: setup, integration, documentation and enablement of teams.
- Ensure sustainable adoption through trainings, clear guidelines and continuous monitoring of usage.
- Measure impact (e.g. time savings, conversion, customer satisfaction) and communicate results clearly to management.
- Build internal know-how around topics such as prompt engineering, AI literacy and best practices in using AI.
- Work closely with our AI team (AIDA) as the interface between operational teams and technical implementation.
- In this role, you report directly to our Head of Customer Relations.

### Your Skills

- University degree in Business Administration, Management, Marketing & Sales, Business Development or a related field, or equivalent practical experience.
- Strong interest in AI, automation and digital tools, with the motivation to actively apply them in daily work.
- Initial hands-on experience (e.g. through internships, projects or personal experimentation) with AI or automation tools is a strong plus.
- Good understanding of business processes and the ability to analyze and improve them in a structured way.
- Strong communication skills and the ability to explain complex topics in a clear and understandable way.
- Structured, self-driven working style and a proactive approach to driving topics forward independently.
- Ownership mindset: You take responsibility for implementation and ensure that solutions are not only introduced but also sustainably adopted.
- Interest in new technologies and willingness to continuously learn in a fast-evolving environment.
- Nice-to-have: Experience with CRM systems (e.g. preferably HubSpot), prompt engineering or no-code/low-code automation.
- Very good German and English skills, both written and spoken.

### This may inspire you

- a modern office in the city center of Graz
- flexible working time models
- mutual appreciation and respect
- possibility to work up to 2 days per week remotely
- 4 € food voucher for ever day in the office
- continuous learning culture
- multicultural team with great teamspirit
- initiatives for mental and physical fitness

We welcome applicants of any gender and origin to become part of the success story of our highly motivated team.

According to the applicable IT collective agreement, this position offers a minimum gross annual salary of €43,456 (ST1, entry level) for a full-time role (38.5 hours/week).

**Your actual salary will depend on your individual qualifications and relevant experience. We are willing to offer a higher salary depending on your profile.**



**Your Contact**

**Astrid Pfeiler**  
Specialist Talent Acquisition & Recruiting

