

Team Lead for Support

Lead, develop, and inspire our support teams while ensuring high-quality customer experiences and operational excellence.

Our Support organisation is evolving, and we are looking for a Team Lead who can bring strong people leadership together with a sharp operational mindset.

At Paychex Europe, we believe that great customer experiences start with engaged employees. In this role, you will play a key part in creating an environment where people feel supported, trusted, and motivated to perform at their best. Your biggest motivation should be working with people and helping them grow, succeed, and enjoy coming to work. You genuinely care about employee development, team well-being, and creating the conditions that allow individuals and teams to thrive.

Working closely with employees, stakeholders, and leadership, you will have a direct influence on both team performance and the experience we deliver to our customers. The role offers a unique opportunity to shape the future of our support function while further developing your leadership skills in a growing international software company.

Paychex Europe HCM Suite integrates HR, payroll, and workforce management into one connected platform with built-in two-way data integration.

Your responsibilities

As Team Lead, you will create the conditions that enable both employees and customers to succeed. You will lead and develop a team of support professionals while ensuring effective operations, strong service delivery, and a culture built on collaboration, accountability, and growth.

You will work closely with the Head of Support and our Process Specialist to align priorities, strengthen workflows, identify improvement opportunities, and support key business objectives.

This is a hands-on leadership role combining people management, coaching, quality assurance, workforce planning, and operational oversight. You will also support escalations, customer inquiries, and day-to-day activities when needed.

Your key responsibilities include:

- Lead, coach, and develop a team of 13 employees across multiple support teams and product areas, fostering growth through regular feedback, development conversations, and performance coaching
- Foster a positive and engaging work environment that promotes employee satisfaction, collaboration, well-being, and professional growth
- Ensure high service quality by monitoring customer interactions, reviewing support performance, and driving continuous improvements
- Oversee daily support operations, balancing workloads, priorities, and resources to ensure efficient and consistent service delivery
- Drive call and ticket forecasting, capacity planning, and operational analytics to ensure resources are aligned with changing demand, enabling efficient workload distribution, strong service levels, and a sustainable employee experience
- Act as a hands-on leader by supporting escalations, customer inquiries, and operational tasks when needed (in one of the product areas)

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 people leadership skills with the ability to motivate, coach, and develop employees in a supportive and engaging manner

- Structured, dependable, and confident communication skills with the ability to build trust across teams and stakeholders
- At least 3 years of experience leading employees within customer support, preferably within a SaaS or software-driven business
- Solid understanding of support operations, workforce planning, forecasting, service quality management, reporting, and continuous improvement
- Experience navigating organisational change and driving adoption of new processes, tools, and ways of working
- Fluency in Danish and English, both written and spoken
- Experience leveraging AI tools and automation technologies to improve productivity, operational efficiency, or customer service processes is considered an advantage
- Experience with payroll, HR, or workforce management software solutions is considered an advantage

Most importantly, you enjoy working with people. You understand that strong results and a positive work environment go hand in hand, and you actively contribute to creating a workplace where employees can grow, succeed, and enjoy coming to work.

We are always looking for different talents to broaden our horizon 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 Brian Bjørn, Head of Support, at bbjoern@paychex.eu or at +45 53 70 27 36. The start date is as soon as possible. Applications will be reviewed continuously, and we'll hire as soon as we find the right person. Our corporate language is English, but you're welcome to submit your application in Danish or English.

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.