

Customer Service Manager - German speaking

ES-13822

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Responsibilities:

- Lead and review operational performance for the team
- Provide relevant support and work with internal partners and stakeholders as the need arises to resolve escalations and queries, lead the operational relationship with the Cards Business
- Lead and/or support external/internal audits, identify and control risk and drive incident investigations
- Ensure adherence and compliance with the Code of Conduct, Policies and ISO standards across the organization
- Run and analyses relevant reports, review the operational performance of the teams on a regular basis to ensure performance as per agreed service levels
- Proactively plan, develop and monitor implementation of quality and process improvement by using technology, continuous improvement initiatives, standard methodologies
- Develop and maintain strong working relationships with key partners
- Ensure Global Process Standards are embedded and adhered to in day-to-day operations
- Drive cross-functional teamwork and identify, resolve and develop solutions for complex, escalated and systemic operational problems
- Lead on quality initiatives to implement changes needed to increase customer happiness
- Support the implementation of the OTC Tower strategy within the organization

- Set goals and clarify expectations, provide regular feedback and conduct performance appraisals, reward and field employees
- Provide mentoring, guidance and feedback to team members to support long term career development of key talent
- Provide opportunities for learning and self-development to build competence of the unit and ensure competency in performing Tower activities
- Identify training opportunities focused on building capability of the team
- Carry out resource management responsibilities for teams to ensure the efficient and effective allocation of resources for the organization

We have the following requirements:

- Fluent in English and German
- Educated to Degree standard or equivalent
- 8-10 years post-degree experience with minimum 8 years experience in an Order to Cash, Business Service Center environment, Retail experience is an advantage
- Strong people leadership skills that facilitate others to play to their strengths
- Strong performance leadership skills with experience of managing both quantitative and qualitative targets and a track record of achieving goals
- Outstanding time management and interpersonal skills, able to prioritize and handle urgent issues and escalations
- Outstanding customer acumen, ability to demonstrate an understanding of customers' needs / behaviors
- Excellent written/oral communication skills and ability to build effective working relationships on all levels of the organization.
- Highly motivated and results-oriented to deliver value to end customers and business both operationally and financially
- Strong understanding of central initiatives and converting those into tangible action plans for the relevant region
- Strong problem solving and influencing skills, ability to run conflicting deadlines by effectively delegating and utilizing direct reports to ensure results are met
- Experience using SAP, Siebel and MS Office applications

Our Partner provides the following environment & benefits to you:

- A company culture where we respect our diverse and unified teams, where we are proud of our achievements and where fun and the attitude of giving back to our environment are highly valued
- Possibility to join our social communities and networks
- Chill-out and collaboration spaces in a stylish office environment

- Learning opportunities, other development opportunities to craft your career path
- Different bonus opportunities based on performance, wide range of cafeteria elements
- Life & health insurance, medical care package
- Company laptop
- Phone for private usage
- Opportunity to work from home: up to 2 days/week based on team agreement