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Customer Service Manager EMEA

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Company: Viking EMEA

Location: Differdange

Category: office-and-administrative-support

At Viking EMEA, we encourage an entrepreneurial spirit within our teams, recognizing that the best fire protection solutions are born from collective intelligence. We are always eager to collaborate, brainstorm, and refine our ideas with our colleagues. Will you join us and bring your expertise to our team?

As Customer Service Manager EMEA you will contribute to making Viking EMEA a first class Service provider, becoming the first choice for customers “known for their service” and therefore to generating more sales.

The scope of responsibilities is wide ranging from the customer interface at the point of entry and to organizational, structural, processes and systems management.

As an experienced business professional in B2B with track records in customer service transformation, your role will be to define the key success factors for our customer interface and then to define, develop, standardize and, bring efficiency to our customer service function across EMEA to offer a first class service from initial query to aftersales.

During the first 6 months, we will ask you to get a good understanding of our business and you will share your findings and provide the senior management your ideas and initiatives. After this exercise, you will drive the change in Viking EMEA and take full ownership of the customer service management.

Tasks

The main responsibilities include (but are not limited to):

Develop deep understanding of customers & company success factors, build a customer service vision and an implementation path towards this vision;

Recommend and influence the change vision;

Bring improvement through development, training, support or process change;

Review and propose change to the current structure (if relevant) to achieve high performance, right competency coverage and risk reduction;

Re-dynamize the customer service function through proper communication, leadership, empowerment, SMART objectives;

Review external customers escalations to the customer service team and propose corrections;

Support Local Operations Manager in creating productive environment;

Define levels of excellence and give directions how to reach and monitor them (quotes & order processing turnaround time, phone presence, order book maintenance, etc.);

Share information with the team, review progress and monitor KPI's;

Elaborate and coordinate trainings for all the CSR's and build development and succession plans;

Ensure process robustness and process documentation/rollout;

Promote and support new technological solutions development (e-commerce, configurator, CRM, etc.)

Reporting line and travelling:

This position is a central function in Viking EMEA and part of a matrix organization. The local customer service employees across Europe report to the Local Operations leaders. The customer service function (approx. 50 people) will be dotted line reporting to you. You will report to the Operations Director of Viking EMEA.

The position is based in Luxembourg (Differdange/Niederborn). The role includes regular travelling (20%) to our EMEA locations.

Requirements

Qualifications and experience:

at least 10-year experience managing a customer service team and a clear vision of the

key success factors & KPIs

Bachelor's degree/level in relevant field (e.g. Business Administration, Commercial Economy etc)

hands on experience in a distribution company of industrial products (sales, product management, operations)

significant experience in a service oriented function in developing / restructuring a customer service function

proven experience of creating excellent customer service

clear understanding of the connection points in the order to cash process

demonstrated ability to establish vision, drive organizational change and deliver positive results in customer service

You speak excellent English, other European languages are a plus

Personal characteristics:

You have a 360 view and agility to contribute in all the subjects related to the role

You are an outstanding communicator able to interact, influence and adapt to all levels through various channels and methods

You have proven management skills and natural leadership

You have the ability to build, motivate and develop your team and to lead by example

You are able to build strong relationships and networks through trust and integrity

You are a self-starter, well organized, able to prioritize and you get things done

You are a listener and able to influence, motivate and convince when needed

You are result oriented and have a strong sense of commitment to deliver

Benefits

Our offer:

We provide you with an interesting and challenging position in an international environment, within a growing business unit. Viking offers a competitive package with a bonus/incentive plan.

Contact information:

If you are interested in this position, please send your Curriculum Vitae and cover letter in English via this website. For more information, please visit our website.

Viking is part of the Minimax Viking Group which employs around 10,000 people and boasts an annual turnover in the region of more than €2.2 bn. Viking EMEA, as a subsidiary, is active in sales and distribution of fire protection products and systems in Europe, the Middle East, and North Africa, currently serving 2,100 customers in 74 countries. It offers a full range of components for sprinkler & deluge, water mist, foam & gas extinguishing and detection & control systems, covering a wide range of applications in commercial and industrial sectors.

Viking EMEA employs over 200 people from 22 nationalities. It has sales and distribution centers in Luxembourg (HQ), Germany, Spain, Sweden, the UK, and Turkey. Several offices and sales teams in the Netherlands, France, Italy, Poland, Romania, Serbia, Egypt and Dubai complete the network in the EMEA region.

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