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Customer Service Manager

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Company: Ferrero

Location: Luxembourg

Category: office-and-administrative-support

Job Location: Luxembourg

Company description

Ferrero is a family-owned company with a truly progressive and global outlook and iconic brands such as Nutella®, Tic Tac®, Ferrero Rocher®, Raffaello®, Kinder Bueno® and Kinder Surprise®. As the love for our brands continues to grow, so too does our global reach. Represented in more than 50 countries, with products sold in more than 170, the Ferrero Group is loved by generations around the world. The secret to our global success? 38,767 dedicated employees who celebrate care and quality to craft a business, careers and brands we are proud of. Join us, and you could be one of them.

Diversity Statement

Ferrero is committed to building a diverse and inclusive culture in which all employees feel welcomed and appreciated and have the same opportunities. We believe all of our people are equally talented in their own way. In nurturing the curiosity and natural abilities of our employees, we provide them, generation after generation, the means to succeed personally and professionally, enabling them to craft their journey at Ferrero. The diversity of our talents is what makes our work environment multicultural, innovative and highly rewarding.

About the Role:

For **Ferrero HQ in Luxembourg** are looking for **Customer Service Manager** who will report professionally to the SC Central, East and West Africa (CEWA), French Islands and Levante Cluster Manager, and managerially to the three Cluster Managers for CEWA/French Islands, Levante, and North Africa. As the Customer Service Manager, you will have a team of three specialists in direct reports. Covering this position, you will **manage documentation** (e.g., shipping documents, invoicing, claims) **and transportation flow** (e.g. tender primary freight, shipment tracking, payment & shipment confirmation).

Main Responsibilities:

As your primary responsibility, you will lead Customer Service activities within the full cluster of CEWA, French Islands, Levante & North Africa (Distributors and Traders), focusing on ensuring continuity of the business and maintaining an excellent level of service. Your role involves contributing to the development of new KPIs including the calculation of Case Fill Rate for distributors within the Demand Planning System tool.

You will manage shipment tracking to anticipate risks and challenge Transportation Procurement team to improve critical situation.

As Customer Service Manager you will coordinate the shipment valorization and confirmation, using our payment follow-up to identify possible delays. With the support of Finance department, you will take charge of claims solving to provide the best support to our distributors.

Furthermore, you will manage Purchase Orders for certification and inspection purposes and lead activities with external parties (e.g. SGS, TUV).

As part of your responsibility, you will also provide support to the SC CEWA, French Islands & Levante Cluster Manager in preparing the yearly master plan for Customer Service.

Last but not least, you will act as focal point for Governance, Risk, and Compliance (GRC) & Sustainability.

Who we are looking for:

You will bring your **university degree in Logistics, Supply Chain, Industrial Engineering and Business Administration** coupled with **3-5 years of relevant**

experience in Customer Service management in FMCG environments.

Your **experience in Management and Supply Chain/Demand Planning** will help you meet your role's objectives faster.

Your **strong accountability and proactivity** will play a key role for your success in the position along with your customer service approach.

Your **ability to manage people, communicate effectively in English, take decisions quickly** along with your **excellent interpersonal skills** help you navigate and work in a challenging, volatile and diverse region.

Valuable skills include **strong command of MS Office** specifically in **Excel** and **PowerPoint**, and **knowledge of SAP**

Catch this amazing opportunity and apply now!

How to be successful in the role and at Ferrero:

Consumers, quality and care are at the heart of everything we do. So, to be successful at Ferrero, you'll need to be just as consumer and product centric as we are - dedicated to crafting brilliant results for consumers around the world.

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