

Function Description

Function	Customer Service Manager
Process	P5 Customer Service
Reports to	General Management

Function and tasks

As customer service manager, you organize the service organisation that supports Ellio customers and dealers, as well as customers of other OEM's that make use of the IntuEdrive drivetrain products and/or technology. You are a hands-on manager with a passion for problem solving and a strong quality focus.

Examples of tasks and responsibilities:

- Creating and maintaining manuals, training instructions and reference materials for the internal service organization, dealers and OEM customers.
- Creating and managing customer service procedures and services, e.g.
 - Customer service support hotline or support desk for dealers
 - Warranty procedures
- Follow-up and analysis of quality issues and non-conformities "in the field"
 - Gathering data about the problem
 - Reporting problems to the development team
 - Roll-out of countermeasure when available
- Organizing trainings for internal staff, dealers and OEM customers
- Management of the internal customer service team (currently 4 people + various external partners)
- Overseeing the growth of the internal customer service organization (both in Belgium and abroad)

Competencies and Profile

Competencies

- Process attitude
- Systematic and analytical thinking
- Strong technical feeling and know-how
- Languages: Dutch (speak, read, write), English ((speak, read, write)
- Excellent computer skills (office- and cloud systems e.g. Google docs, sheets,...)

Experience and education

- Masters degree (Engineering or exact sciences) or relevant experience
- Experience in customer service is an asset
- Experience with leading teams in multiple geographical locations