

Customer Service Manager/Team Lead (German Speaking)

We are searching for a motivated and experienced Customer Service Manager to lead our customer service department. Your goal will be to provide outstanding customer service to our clients by developing effective customer service procedures, implementing customer loyalty programs, and setting customer satisfaction goals.

To qualify for the role, the ideal candidate will have proven experience working in a customer service position, with excellent knowledge of the latest industry trends and techniques. In addition to being an excellent communicator (written and verbal), you will also demonstrate strong leadership and interpersonal skills.

Duties and Responsibilities

Attending to client specific matters which include, but are not limited to the following:

- Key account manager/team lead for client/s.
- Sales, customer service and brand liaison with German based clients and their respective client base and suppliers.
- Lead sales staff and provide and be responsible for the successful execution of client marketing Strategy.
- Above strategies will include social media and online campaigns.
- Monitor brand reputation and intervene when necessary.
- Ongoing customer service experience evaluation and improvement.
- Facilitate growth of spend per customer and customer base through marketing (new clients) and service deliver (repeat business and referrals).
- Dealing with client complaints and providing management feedback and reporting hereon.
- Develop service procedures, policies and standards including risk management.
- Service delivery and engagement with internal and external stakeholders to ensure delivery to agreed Standards.
- Weekly analysis and reporting.
- Coaching and mentoring of team including performance management.

Requirements:

- Speak German Fluently.
- Bachelor's degree in Business Administration or relevant field.
- A minimum of 5 years' proven experience in a customer service position.
- Proficiency in Microsoft Office and customer service software.
- Outstanding written and verbal communication skills.
- Good understanding of management practices and techniques.
- Excellent leadership and interpersonal skills.

Should you meet the above requirements, send us your CV and a specific cover note, explaining why you would be a suitable candidate to Marique Morkel at: recruitment@afri corpsolutions.co.za

Candidates who do not comply with the requirements will not be considered and only shortlisted candidates will be contacted.

Should you not hear back from us within a period of two weeks, please consider your application unsuccessful.