

Manager Customer Service

Sibelco Group Kozani, Western Macedonia, Greece On-site

Manager Customer Service at Sibelco Group

Sibelco is a global material solutions company. We mine, process and sell industrial minerals at locations worldwide, focused primarily on silica, clays, feldspathic and olivine. We are also leaders in glass recycling. The Sibelco Group operates over 110 production sites in 31 countries, with a team of over 5,000 people.

Location:

Lefkara

Role Purpose:

To deliver best in class Customer and Logistic Service for the cluster in accordance with Commercial & Operational Excellence. You will manage all aspects of Customer Service and implement processes in line with Customer Experience standards that successfully delivers Customer Satisfaction whilst managing the administration of all customer & logistics service requirement.

Responsibilities:

- Customer Service Management: Deliver customer service excellence in the cluster / Serve as the primary liaison between sales, supply chain, and production on the effective delivery of customer service and maintains proper relationships with the sales force and customers to meet their requirements and priorities.
- Logistic Services: Manage logistic activities required for the timely and efficient transportation and warehousing of incoming and outgoing materials and distribution of products to internal and external customers.
- Budget Management: Implement the Customer Service strategy as part of achieving the budget. Implement and communicate the customer service strategy and effectively manage the Customer Service budget.
- Continuous Improvement: Assist the Commercial Excellence team in the development of customer service strategy and continuous optimization of customer services processes.
- Export Management: Ensure that import/export activities comply with company's policy as well as with local, country and international law and processes.

About you:

- Bachelor's degree in Logistics, Business Administration, Economics or other relevant field or equivalent by experience in an international environment
- Team worker mentality, adaptability to change, solutions driven
- Prior experience in customer services or logistics role in an international industrial environment
- SAP or other ERP needed
- English – proficient verbal & writing and Greek native or fluent

But most importantly, if you embrace our core values, and if this role sparks your enthusiasm to apply your passion to contribute in a meaningful way as a part of Sibelco's team of unique talents within a diverse international business community, then we very much look forward to hearing from you.

To Apply:

Please click apply to register your information and contact details on the recruitment portal so one of our team can get in touch.

Inclusive Team Culture: Attractive Employer (sibelco.com)

Sibelco recognises the strength of our diverse global workforce and values difference and inclusion for all. Our rich mix of people bring an exciting exchange of ideas and knowledge to keep us moving forward and innovating new solutions. We seek talent of all backgrounds and abilities and continue to develop our leaders and our culture to help all current and new employees to grow and reach their full potential.

Salary & Benefits: We will gladly discuss these aspects with you at interview stage.

Meet our People: [Careers \(sibelco.com\)](http://sibelco.com)

Recruitment Process: [Recruitment process \(sibelco.com\)](http://sibelco.com)

We welcome your application and will make reasonable adjustments where required to support you through the selection process.