



Jaka Lounge agency is providing complete human resource management support for companies. We put our special focus on high-quality selection process while we believe that knowledge and competencies bring brilliant results only when they're combined with adequate motivation.

We are supporting our client, a start-up company from Switzerland. In order to expand their team, we are looking for a:

Customer Service Operations Manager Belgrade, Serbia

Description:

Reporting to the CEO, the Customer Service Operations Manager is responsible for organisation and operational performances of the customer service team, creation of procedures and maintenance of excellent customer satisfaction.

Responsibilities:

- Overall responsibility for the customer service operations
- Make sure the customer service team delivers high service quality within the given means
- Supervise and lead customer support team, ensure high availability and service quality
- Set up procedures for onboarding of new clients
- Introduce new procedures where necessary and maintain existing ones
- Recruit, select and train new team members
- Constantly measure KPIs and intervene if necessary
- Act as an escalation point for unique or complex requests

Candidate profile:

- Fluency in English. Good knowledge of German or French would be desirable.
- Previous experience in leadership role in customer service
- Initiative person able to communicate clearly and concisely
- Results-oriented approach with keen attention to high quality, details and accuracy
- Strong written and verbal communication skills
- Strong organisational skills

If you are looking an exciting position and fit the listed criteria, we would be delighted to receive your application. Please send your CV to: tara.markovic@jakalounge.com