5192 7797 Team leader customer service and coordination B2B (m/f/d) Our client is a successfully established service company in the field of health and safety at work. We are looking for a customer service and coordination team leader to lead the customer service department as soon as possible.  
Team leader customer service and coordination B2B (m/f/d)  
  
Your tasks:  
  
-You lead the customer service and coordination team consisting of 12 employees  
- You and your team actively control the key accounts and actively develop existing services in cooperation with internal interfaces  
- You design targeted and pragmatic solutions for individual customer solutions together with Key Account Management (Customer Journey)  
- You are responsible for a result-oriented improvement of processes and quality standards in customer coordination and complaints management  
-You ensure the strategic development of the team as well as customer and company-oriented tools and processes for customer coordination  
  
Your qualifications:  
  
-Successfully completed studies in the field of business administration or similar.  
-Professional experience in after sales, customer service or customer service/project management  
-First disciplinary and/or professional management experience in a comparable position is an advantage but not a primary requirement  
- Experience in the development and implementation of new processes  
-High level of communication skills and negotiation skills paired with social skills and team spirit, especially in the customer/service provider interface  
-Very good knowledge of MS Office products and fluent English  
  
Your advantages:  
  
-You will work in a successful and modern service company  
- You have flexible and family-friendly working hours (home office)  
-You benefit from individual personnel development concepts right from the start  
- You will receive an employer-financed company pension plan, financial support for childcare and much more  
  
About Hays:  
  
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