



Control Tower Operations Supervisor

Job description:

The Control Tower Operations Supervisor is accountable for the “end-to-end” execution of outbound shipment orders while adhering to both the company and the client business rules. Possessing superior leadership, communication, and team-building skills, this individual will lead the day-to-day activities of a cross-functional team that will consistently surpass client KPIs.

The Operations Supervisor is expected to deliver on the 24/7/365 outbound shipment service requirements of global clients by leading and managing a cross-functional team of live order management representatives. The Ops Manager will engage the client subject matter experts (SMEs) as needed to satisfy client requirements.

The Operations Supervisor is also expected to contribute to the client service experience, while maintaining consistent focus on team performance, including the reliability, productivity, and quality of each individual team member.

What are you going to do exactly?

- Working knowledge of courier and/or contact center operations on a 24/7 environment with emphasis on customer service
- End to end execution of outbound shipment orders
- Ability to work effectively and collaboratively in a cross-functional
- Lead and manage a cross-functional team of representatives.
- Exceptional interpersonal, written, and verbal communication skills
- Operations centric with emphasis on client satisfaction

What do we offer you?

- Full-time, long term job
- A company where you will work and learn
- Salary based on experience
- A motivated and happy team to work with

Who are You?

SKILLS/QUALIFICATIONS

- Bachelor's degree preferred
- 3+ years of logistics operations execution and/or customer service experience
- Leadership
- Experienced with contact center tools, including phone, email, and chat
- CRM tools a plus

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Company Profile:

For more than 50 years, our client has helped the world's leading companies better manage their global supply-chains. We provide customized logistics solutions that enable global technology manufacturers, value-added resellers, and third-party service organizations meet the high-availability requirements of their customers.

Please contact Synergie International Recruitment in Schijndel, 073-5496216 or send an email to p.ploegmakers@synergiejobs.nl

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