

EPPC Albania on behalf of its client an International company, is currently recruiting a **Head of Customer Service**

### Major responsibilities:

- Oversee branch operations, focusing on bringing ideas into effective actions;
- Work on meeting KPIs such as conversion rates while enhancing customer experience;
- Arrange weekly meetings, lead projects as well as communicate with internal and external stakeholders;
- Manage and develop a Customer Service Agents team and Team Leads split between Italy and Albania to ensure quality and productivity goals are met;
- Support the implementation of new procedures and processes within the Customer Service area;
- Study and analyze workflows, designing meaningful, impactful solutions, while mapping business requirements;
- Continuously develop tools to ensure optimum operational performance;
- Ensure all team members under your management have the proper tools they need to perform their job roles;
- Be in charge of developing new ways of looking into daily business data with the aim of providing strategic insights to the management;
- Establish impactful relations with the field force (Vice and Regional Managers), supporting their active work in the branches.

### Requirements for this position are:

- **Previous experience in similar managerial position, ideally in startups, management consulting or BPO industry;**
- High level of proficiency in Excel;
- **Excellent oral and written communication skills in Italian and English;**
- Excellent problem solving, critical thinking, and communication skills;
- Exceptional managerial and analytical skills with the ability to work and manage large departments in fast-paced and dynamically changing environments.

### How to apply:

To apply for this opportunity, please fill your application at:

<https://aplikim.eppc.al>

You will be contacted by EPPC only if your CV & support documents will be qualified by our recruitment team.