



We are looking for a temporary position a

Customer Service Vendor Specialist h/f

Main tasks:

- Contractual management of vendors: follow-up of KPIs, control of SLAs
- Operational management of vendors: information regarding contact handling procedures and forecast of contacts to vendors, daily management of service levels, proactive and corrective actions to make sure they are in line with objectives, frequent follow-up with vendor managers
- Operational analysis and forecasting of contacts
- Prioritization and follow-up of operational issues including support to the Customer Service team
- Various other tasks in line with Customer Service Management

Position requirements:

- Minimum 3 years' experience in an inbound contact center ideally at supervision/management level and in an international environment
- Proven experience in management of customer service vendors or in-house teams
- Skilled with office applications and IT technology
- Rigorous, analytic and pragmatic
- Autonomous, solution oriented
- Ability to work in a team
- Good presentation skills and leadership
- Fluent in English and French (German an asset)

Duration of the mission:

Approx. 5-6 months (tbc) and start asap

Ask Isabel Losada Di Vattimo Tél. 021.349.90.30

