

ChartWorld was established in 2002 with the desire to make commercial shipping safer and more efficient. The main areas of activity include the development of concepts for optimized digital route and voyage planning, the equipping of ships with digital navigation systems and charts as well as the installation of supplementary software products.

Today, ChartWorld is the market leader for ECDIS as a service, and a driver of digital navigation and automated voyage planning tools. The company operates with more than 150 staff working in offices in Germany, Singapore, Cyprus, Canada and Japan.

We would like to strengthen our Customer Service team in Hamburg and are looking for you as a

Customer Service Team lead EMEA (m/f/d)

Your Tasks:

In the role of Customer Services Team lead EMEA you are responsible for a smooth and efficient operation of the 1st level Customer Support Team to maintain an excellent customers' satisfaction.

You work independently and have direct contact with customers, mostly for escalated and complex problems. You will be the first point of contact for the team members when challenges occur and to connect with other departments to create solutions. You will also be responsible for arranging presentations for internal training as well as for customer visits in relations to Customer Services.

As a Team leader we expect you to manage and continuously train the EMEA Customer Support team based in several European locations. You are a hands-on manager who stimulates the team to come up with reliable and clear information and conclusions and is available to his/her/its team in case of emergencies. You will report to the CS & QM Director and find it natural to act as a good citizen and ambassador of the organization, who treats colleagues as well as customers with integrity and respect.

- Managing and resolving escalated complaints/ problems and initiating ideas how to prevent repetition
- Signalizing new questions / remarks from customers and addressing it to the CS & QM Director
- Maintaining direct contact with customers
- Monitoring and when needed managing the Customer Services queue
- Identifying, analysing and providing solutions for structural problems
- Arranging presentations for internal training as well as for customer visits in relations to Customer Services.
- Managing On-hold order processing and PAYS reporting
- Chart Sales & quotations for existing customers
- Utilizing analytics to identify customer trends, behaviour and characteristics and report or make recommendations to the Sales department and/or R&D

Your Profile:

Somebody who strongly believes in solutions and improvements, is service-oriented and does not shy away from diving into data analytics.

- Excellent knowledge of English both spoken and in writing
- Experience in customer service and having organizational and managerial abilities.
- Experience in marine industry an advantage working knowledge of ECDIS an advantage
- Excellent social skills to interact effectively with customers
- Excellent verbal, written and electronic communication skills

- Experience with salesforce CRM software is an extra plus.
- Good presentation skills
- Being stress tolerant, performing steadily and effectively under time pressure.

Our Offer:

We offer flexible working hours, a modern office in one of the most attractive locations of the city and innovative 'Work From Home' concepts. Become part of a highly motivated team in an international environment that promotes wealth of ideas and reward initiative and dedication.

Please send your application in English (or German) with CV to: jobs@sevenCs.com

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