

Viking EMEA

Where passion meets protection



CUSTOMER SERVICE MANAGER EMEA

“An expert in driving service and enrich customer experience”

At Viking EMEA, we encourage an entrepreneurial spirit within our teams, recognizing that the best fire protection solutions are born from collective intelligence. We are always eager to collaborate, brainstorm, and refine our ideas with our colleagues. Will you join us and bring your expertise to our team?

As “Customer Service Manager EMEA” you will contribute to elevate Viking to a first class Service provider, to become the first choice for customers “known for their service” and therefore contribute to generating more sales.

The scope is related to the customer interface / customer point of entry and is wide in its subjects (organizational, structural, process, system, etc.).

The deliverable of the role is therefore a journey in bringing Viking EMEA from the current state to an enhanced service in general.

As an experienced business professional in B2B with track records in customer service transformation, your role will be to define the key success factors for our Viking/Customer interface (Customer service) and then to define, develop, standardize and, bring efficiency to our customer service function across EMEA to offer a first class service from initial query to after sales.

Your first mission (6 months) will be to understand our business and to assess our market:

- How our industry is organized?
- What is the key for success and what is less important?
- Where are we successful and not so successful?
- Understand the complexity and specificities of our different local market and product lines

This will happen with spending time on the market with the local organization across Europe visiting key representative customers.

You will then share your findings and provide a list of initiatives with various degree of impact and complexity in

the areas of:

- Structural organizational changes in the customer front facing structure (sales, customer service, administrative and technical support), e.g. front office/back office, inside sales vs order processing, regional vs local, generalist vs specialized product lines
- Process improvement – best practices recommendation
- System enhancement (CRM, EDI, communication platform)
- Competency improvement (training plan, development of working procedures)

The later part of the role (from 6 months onwards) will be to drive the change within the organization and take full ownership of the customer service management EMEA. You will act as an escalation person to represent the voice of the CSR community to the company management as well as for operational topics with central functions (procurement, manufacturing, logistics, etc.).

This position is a central function in Viking EMEA and part of a matrix organization. The local customer service employees across Europe report to the Local Operations leader. The customer service function (approx. 50 people) will be dotted line reporting to you. You will report to the Operations Director of Viking EMEA.

The main responsibilities include (but are not limited to):

- Develop deep understanding of customers & company success factors, build a customer service vision and an implementation path towards this vision;
- Recommend and influence the change vision;
- Bring improvement through development, training, support or process change;
- Review and propose change to the current structure (if relevant) to achieve high performance, right competency coverage and risk reduction;
- Re-dynamize the customer service function through proper communication, leadership, empowerment, SMART objectives;
- Review external customers escalations to the customer service team and propose corrections;
- Support Local Operations Manager in creating productive environment;
- Define levels of excellence and give directions how to reach and monitor them (for example: quotes & order processing turnaround time, phone presence, order book maintenance, etc.);
- Share information with the team, review progress and monitor KPI's;
- Elaborate and coordinate trainings for all the CSR's and build development and succession plans;
- Ensure process robustness and process documentation/rollout;
- Promote and support of new technological solutions development (e-commerce, configurator, CRM, etc.)

Qualifications and experience:

- You are a business person with hands on experience in a distribution company of industrial products (sales, product management, operations)
- You have significant experience in a service oriented function and a background in developing / restructuring a customer service organization
- You are able to give excellent customer service and demonstrate values that set Viking EMEA apart from its competitors
- You are system-oriented – you have a clear understanding of the connection points in the order to cash process (quote, order entry, pricing, date management, on time)
- You have at least 10-year experience in managing a customer service team and have a clear vision of the key success factors & KPI
- You have demonstrated ability to establish vision, drive organizational change and deliver positive re-

sults in customer service

- You have a Bachelor's degree/level in in relevant field (e.g. Business Administration, Commercial Economy etc)

The position will be based in Luxembourg (Differdange/Nieder Korn). The role includes regular travelling (20%) to our EMEA locations.

Personal characteristics:

- You have a 360 view and agility to contribute in all the subjects related to the role
- You are an outstanding communicator with the ability to interact, influence and adapt to all levels in the organization through various channels and methods
- You have proven management skills and natural leadership
- You are valued for your excellent presentation skills (in English; another European language is welcome)
- You have the ability to build, motivate and develop your team and to lead by example
- You are able to build strong relationships and networks through trust and integrity
- You are a self-starter, well organized, able to prioritize and you get things done
- You are a listener and able to influence, motivate and convince when needed
- You are result oriented and have a strong sense of commitment to deliver

Our offer:

We provide you with an interesting and challenging position in an international environment, within a growing business unit. Viking offers a competitive package with a bonus/incentive plan.

Contact information:

If you are interested in this position, please send your Curriculum Vitae and cover letter in English via this website. For more information, please visit our website: www.viking-emea.com

As a member of the Minimax Viking Group, Viking stands tall on the global fire protection stage with 10,000 employees and an annual turnover of over €2.2 billion.

Viking EMEA is a key player in distributing our fire safety products and systems across Europe, the Middle East, and North Africa. Serving over 2,100 clients in 74 countries, we deliver everything from sprinklers to advanced detection systems, meeting both commercial and industrial demands.

At Viking EMEA, we foster an entrepreneurial spirit within our teams, recognizing that the best fire protection solutions are born from collective intelligence. We believe in the power of collective intelligence and encourage a culture of collaboration and creative thinking.

Be part of our passionate community where every role is essential, every idea valued, and every day is an opportunity to contribute to saving lives and property.