





FLOYT  **BILLIGER-MIETWAGEN.DE**  **CARIGAMI**  **CamperDays**



Cologne



Full-time employee

Has the time come to transform the way we move?

Is it possible to combine flexibility, great pricing and respect for the environment, having a real impact on today's mobility?

At **FLOYT Mobility** -one of the leading car rental price comparison portals in Europe- we work every day to make this goal a reality, and we want to count on a new **Team Lead Customer Excellence (m/f/d)** to accompany us along the way and continue to be the best customer service in the industry!

TEAM LEAD CUSTOMER EXCELLENCE (M/F/D)

As our new Team Lead within the Customer Excellence Team, you'll be at the forefront of ensuring our customers receive unparalleled support. You'll lead a dynamic, hybrid and transnational team, driving performance, fostering a culture of excellence, and ensuring that our service delivery aligns with FLOYT's commitment to simplicity and efficiency.

YOUR DAY-TO-DAY WITH US

- **Lead, Coach, and Develop a Team of 10 Customer Excellence Agents:**
Provide guidance and mentorship to an international team of customer service professionals, fostering an environment of continuous learning and growth. Conduct regular performance evaluations, identify training needs, and implement development plans to enhance team capabilities.
- **Monitor KPIs and Continuously Improve**

OUR IDEAL COLLEAGUE

- **Proven Experience as a Customer Service/Customer Excellence Team Manager:**
Demonstrated experience in leading customer service teams, with a proven track record of achieving performance targets and driving customer satisfaction.
- **Strong Leadership and Coaching Skills:**
Ability to inspire and develop team members, fostering a culture of continuous improvement and

Service Quality and Efficiency:

Track key performance indicators to assess team performance, identify areas for improvement, and implement strategies to enhance service delivery. Utilise data-driven insights to optimise processes and ensure customer satisfaction.

- **Handle Complex and Sensitive Customer Escalations with Care:**

Act as the point of contact for high-priority or sensitive customer issues, employing empathy and problem-solving skills to resolve concerns effectively and maintain customer trust.

- **Foster a High-Performance and Growth-Focused Team Culture:**

Cultivate a positive team environment that encourages accountability, collaboration, and a commitment to excellence. Recognise achievements and motivate team members to reach their full potential.

- **Collaborate Cross-Functionally with Departments Like Product and Operations:**

Work closely with internal teams to share customer feedback, align on objectives, and contribute to the development of products and services that meet customer needs.

- **Drive Innovation and Best Practices in Customer Communication:**

Stay abreast of industry trends and emerging technologies to implement innovative communication strategies. Promote the adoption of best practices to enhance the customer experience across all touchpoints.

high performance.

- **Excellent Communication in German and English languages (Spanish is a Plus):**

Proficiency in German and English is required to effectively communicate with a diverse customer base and internal teams. As your team is based in Alicante and Cologne, Spanish language skills are advantageous.

- **Confident with Metrics, Reporting, and Digital Tools:**

Proficiency in utilising customer service software, CRM systems, and analytical tools to monitor performance and inform decision-making.

- **A Customer-First Mindset and Proactive Problem-Solver:**
Commitment to delivering exceptional customer experiences, with the ability to anticipate issues and implement effective solutions proactively.

OUR CULTURE AT FLOYT

- **We want to make every day count.** This position can be the fast track for your career. Exciting projects and opportunities to grow each day are waiting for you.
- **We are brave and stay curious.** Do you like to dig into new topics, crunch the numbers, decide quickly, learn fast and see setbacks as an opportunity to grow? Perfect, so are we!
- **We believe in acting as owners.** We will provide the space and trust to make your own contributions to shape the mobility of tomorrow.

We dare to care:

- **For our customers,** by create the best mobility solutions tailored to their needs.
- **For your private life,** by offer flexible working hours, hybrid working schemes, private health insurance, office exchanges and two amazing

locations in Cologne and Alicante.

- **For the environment**, creating products and partnerships with the aim of helping to preserve our planet and less the need to drive to the office.

READY FOR THIS RIDE?

Then apply to us now with your CV, your salary expectations and your earliest possible starting date!

We look forward to hearing from you!

Apply now