

# Viking EMEA

## Where passion meets protection



### Customer Service Manager System & Export

*With strong sales administration background, based in Germany (Bad Oldesloe)*

*“A customer centric Leader driving local operation & customer service excellence”*

To support our continued growth and regional operations, we are seeking a motivated professional to join our team as **Customer Service Manager Systems & Export**.

#### **Role overview:**

The **Customer Service Manager Systems & Export** is a hands-on manager responsible for building and leading a high-performing team to deliver outstanding customer service and actively contribute to the growth of our business in the DACH and Balkans region.

The role drives a customer-centric organization, leads process improvements, and develops team competencies to ensure fast, accurate responses to customer inquiries while optimizing turnover, margin, and cash flow for the company.

You will be the local representative of the EMEA Operations team and as such will take part in the execution of the Operations. Together with the Local Sales Manager (LSM), you will be responsible and accountable for the performance of the region.

#### **Key responsibilities:**

- Lead and manage a team of 6–7 customer service professionals, ensuring excellent service and business performance
- Develop team competencies through coaching and training
- Oversee end-to-end customer service, including quotes, order processing, deliveries, e-invoicing, claims, and technical inquiries
- Supervise direct reports in Customer Service and execute strategies to optimize service quality and costs
- Partner with the EMEA Sales team, visiting customers and developing tailored service solutions (with distributors for example)
- Assess and improve internal processes to maximize efficiency and resources
- Coordinate with Sales and Product Management on demand analysis and inventory optimization
- Act as a bridge between local staff and Viking EMEA management, ensuring alignment with policies and objectives
- Monitor performance, prepare reports, and take corrective actions as needed
- Coordinate the handling of claims with the Quality Manager

## Qualifications and experience:

- Minimum 5 years of experience leading a customer service team in the industrial sector, with a track record of achieving results
- Ability to inspire a customer-centric mindset within your team and embody the values that set Viking EMEA apart
- Proven success in driving organizational change and delivering measurable improvements in service quality and efficiency
- Bachelor's degree (or equivalent) in a relevant field such as Business Administration, Commercial, or Supply Chain

## Personal characteristics:

- Fluency in German and English is required
- Strong team management and leadership skills with a proven ability to motivate and develop others
- Excellent verbal and written communication skills
- Solid administrative and IT skills (ERP and Microsoft Office); SAP experience is a plus
- Flexible and adaptable, able to respond quickly to changing circumstances
- Solution-oriented, pragmatic, results-driven, and committed to continuous improvement
- Highly independent and proactive in managing responsibilities
- Strong influencing skills and ability to collaborate effectively at all levels of the organization

## Location / Traveling / Reporting line:

This is an office-based role with rare occasional travelling once/twice per year to visit customers. You will report to the EMEA Head of Customer Service.

## Why join Viking EMEA?

This is an exciting opportunity to take a leadership role in a growing, customer-focused company operating across multiple countries.

You will play a key part in shaping operational excellence, driving team performance, and delivering outstanding service to our customers in the DACH and Balkans region.

## Contact information:

If you are interested in this position, please send your Curriculum Vitae and cover letter in English to [Human\\_Resources@viking-emea.com](mailto:Human_Resources@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 €2.4 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.