



CÉLINE & HANS:
**COLLABORATING
ACROSS BORDERS.**

Not just at home in the Black Forest, but worldwide.
Transcend borders with Hansgrohe.

For our Customer Service team in Antony / Paris we are looking for a

Manager Customer Service

Your Tasks

- **Team Management:** Lead, motivate and organize your team, setting and tracking objectives and performance.
- **Performance Monitoring:** Establish KPIs for customer relations and take corrective actions in partnership with the relevant departments.
- **Continuous Improvement:** Participate in business reviews, process optimization, and support team development projects.
- **Customer Focus:** Tracks client needs in logistics, after-sales, and sales administration to adapt service offerings.
- **Commercial Policy Implementation:** Ensure compliance with defined pricing and commercial conditions.
- **Budget Oversight:** Manage departmental budget use and propose changes for optimal functioning.

Cross-functional Coordination: Maintains regular contact with internal and external support services.

Your Profile

- Customer-Focused, Proactive Communicator with Strong Interpersonal **Skills**
- Structured, Organized and Results-Oriented Professional with 3-5 years Leadership Experience
- Solid IT Proficiency - especially in Business Systems
- Basic Technical Knowledge in Supply Chain and Logistics
- Fluent in French and English (Written and Spoken)

Are you interested?

Questions?

In case of any questions, feel free to contact our recruiter Karin Schäfer +49 7836 51-3003.