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## Chatbot Manager

BRUSSELS

### External Description

#### Chatbot manager - Digital execution team AGILE organization (Brussels on site)

#### Goal

bpost is always on the move. We create an environment for our people with challenging projects, inspiring collaborations and the latest technologies, offering interesting job opportunities and training programs for every employee. Within this context, we are looking for a Chatbot manager to reinforce our dynamic and enthusiastic Channel & digital execution team.

#### Your mission

As a Chatbot Manager at bpost, you will be responsible for developing, implementing, and optimizing chatbot strategies to enhance customer engagement, support, and satisfaction across various digital channels. You will collaborate with cross-functional teams to design conversational workflows, integrate chatbots into existing systems, and continuously improve bot performance based on user feedback and data insights.

#### About the job

As chatbot manager you will be responsible of:

- Develop and execute chatbot strategies aligned with business objectives and customer needs.
- Collaborate with stakeholders to define chatbot use cases, user personas, and conversation flows.
- Lead the implementation and integration of chatbots across digital channels, including websites, mobile apps, and messaging platforms.
- Design and optimize chatbot interactions to deliver personalized and seamless customer experiences.
- Monitor chatbot performance metrics, analyze user interactions, and identify opportunities for optimization and improvement.
- Continuously iterate on chatbot functionality, content, and design based on user feedback, industry best practices, and emerging technologies.
- Stay updated on chatbot trends, advancements, and innovations to drive continuous improvement and maintain competitiveness.
- Provide training, support, and guidance to team members and stakeholders on chatbot usage, capabilities, and best practices.

## Your profile

- Bachelor's degree in Computer Science, Information Technology, Business, or related field.
  - 5+ years of experience in chatbot development, management, or related roles.
  - Proficiency in chatbot platforms and tools
  - Strong understanding of natural language processing (NLP), machine learning, and conversational AI technologies.
  - Experience with chatbot design, development, and optimization, including conversation design principles and best practices.
  - Excellent communication and collaboration skills, with the ability to work effectively across teams and stakeholders.
  - Analytical mindset with the ability to interpret data, extract insights, and make data-driven decisions to improve chatbot performance.
  - Creative problem-solving skills and a passion for innovation and technology.
  - Strong understanding of UX/UI principles
  - A proactive, user-centric approach to design and problem-solving
- Leverage data-driven analysis to drive roadmap development and prioritization
    - Proficient in FR/NL/EN and capability of working in multi-language/ multi-cultural environment
    - Familiar and proven track record on Agile way of working and with Agile methodologies (including vision definition, backlog management and prioritization, work in sprint)
    - Affinity with project management. Enthusiastic to participate in working groups and possibly lead discussions.
    - Top communication skills: adaptability to work with both business interlocutors and IT specialists. Ability to clarify needs and demonstrate didactic skills. Able to question the relevance and added value of a request.
    - Capability to work in a structured manner, follow a data driven and customer centric approach, and have a critical view of the methodology.
    - Capability to adapt to a changing context.

## Why bpost?

Like many other companies, we offer a nice package of benefits in addition to a monthly salary, including a company car, meal vouchers, hospitalisation insurance, group insurance, disability insurance, a bonus, 20 days' leave and 7 extra statutory leave days, an end-of-year bonus, double holiday pay, a lump-sum reimbursement of expenses and many benefits for more than 100 bpost partners.

Next to Belgium's leading postal operator, bpost is of course also an **important parcel and e-commerce logistics** provider in Europe, North-America and Asia. We deliver mail and parcels to millions of doorsteps and provide logistic services to businesses and consumers.

Is the vacancy above something for you? Then you're definitely someone who cares, who dares and who likes to work together. Because at bpost Parcels & Logistics...

...we care. bpost has always acted as a kind of link between people, societies and companies. Due to digitization, there is less contact between people, but our connecting and ubiquitous role has never been stronger. In addition to the important social services bpost provides, we are also one of the largest employers of short-schooled employees, offering them the opportunity to graduate from secondary school. **You'll have an impact on society and everyone in it.**

...we dare. In an economy that forces us to evolve at lightning speed, we think and act fast. We work on short-term projects, since we don't know what tomorrow will bring. We're decision-makers. We're flexible. We think internationally (while our heart is in Belgium). And we work faster and more efficiently every day through robotization and automation. Because **you'll be working for the growth engine of the group.**

...we work together. All the above with the realization that we're not alone. With over 34,000 employees in Belgium and across the globe, **you will work in an environment that is driven by people.** And our chain is only as strong as its weakest link (yes, cliché buster). That's why we are permanently connected to the business and the teams on the ground. The human dimension is of great importance within our company, at all levels. We invest in machines, but we are built on people. They are the strength of our business.

**Bpost does not provide relocation, candidates are expected to live or move to Belgium or any location within a driving distance that can allow 2 to 3 presence days at our offices (located in central Brussels)**