



## Manager Customer Experience

BRUSSELS

### External Description

#### *Customer experience manager*

bpostgroup strives to create an inclusive environment with challenging projects and inspiring collaborations. With our employees at the heart of our organization, we don't believe in jobs, we believe in careers. We're now looking for a [Insert concise job title] who will make us move.

Under the leadership of our Group CEO, Chris Peeters, and the Executive Committee, bpostgroup has launched an ambitious strategy and company-wide transformation program. Customer focus is a cornerstone of this strategy, and to support it, we've established the **Customer Relations & Experience** division, where you, as Customer Experience Manager, will play a pivotal role.

#### **Your mission:**

As Customer Experience Manager, you are the voice of the customer across the organization. Your goal is to optimize the entire customer journey—covering both senders and recipients—and strengthen relationships with diverse customer groups, including international companies, SMEs, public administrations, and individual consumers.

In this role, you will:

- Build a deep understanding of our customers, identifying key pain points and the underlying causes of complaints.
- Develop and analyze relevant metrics (including NPS) to measure customer needs and satisfaction.
- Identify issues and inefficiencies, implementing appropriate solutions or escalating them to management.
- Foster a customer-centric culture and embed it across end-to-end operational processes.
- Lead the “**Responsive Customer Care**” transformation program, aiming to address customer issues proactively, even before they are noticed.
- Contribute to the development of digital platforms, such as the bpost app, business customer portal, and website.
- Participate in product design to ensure our offerings truly meet customer needs.

#### **Your profile:**

We do not only deliver letters and parcels, but also opportunities. This job is open to all with diverse backgrounds and talents, possessing the following skills:

- In your role of Customer Experience Manager, you show up a strategic experience in customers relations & experience. You combine analytical skills with a pragmatic, polyvalent and agile approach. In addition, we would like to highlight the following qualifications:
- Master degree in civil or commercial engineering
- 2 to 5 years of experience in customers relations, product development or project implementation
- Strong problem-solving and data-driven decision-making approach;

- Collaborative mindset and relationship builder: ability to work across departments and levels in the organization, build trusted relationships and credibility with operational business teams as well as top management
- Entrepreneurial mindset / can do attitude: you do not think in terms of problems, but in terms of creative, flexible and sustainable solutions. Able to work under pressure.
- Excellent communicator, who can connect with both operational business teams and top management – both written and orally
- Fluent in Dutch/French and English

### Our offer:

Like a long-awaited parcel, we want to make you feel welcome and valued. Our offer includes:

- Competitive monthly salary
- Meal vouchers
- Hospitalization-, group- and disability insurances
- A phone subscription and company car
- 20 days of statutory leave and 7 additional extralegal days off
- An end-of-year and performance-based bonus and double holiday pay
- Many benefits from more than 100 bpost-partners

### Why bpostgroup?

bpostgroup is Belgium's leading postal operator and a growing parcel & omni-commerce logistics partner globally. With a **focus on social and environmental sustainability**, we aim to be a trusted guide in a changing world. As our newest team member you will:

- Become part of the **bpostgroup family** with a unique atmosphere and culture.
- Enjoy a **dynamic work environment** with a hybrid model allowing for flexibility.
- Have access to **continuous learning and development** opportunities.
- Have a direct **impact on decision-making** in an international success story.
- Thrive in a **leadership culture** centered on visioning, sense making, innovation, and relating, empowering you to lead effectively in our forward-thinking organization.

[Find out more about bpostgroup](#)

### No match?

[Explore other exciting job opportunities with us.](#)

### More info?

Feel free to reach out to Sara Van Reepingen