



## District Manager ( post offices) - Area Charleroi

HAINAUT

### External Description

## Context

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 create an environment that encourages professional growth, offering stimulating projects, the latest technologies, and comprehensive training programs for all. In this context of continuous evolution and development, we are currently seeking for a District Manager ( post offices) for the area Charleroi.

## Your mission

As a District Manager your mission is to achieve the commercial and service objectives within the assigned area ( Area Charleroi). You will oversee and ensure the professional and high-quality execution of processes to guarantee operational efficiency, productivity, and customer satisfaction in about 20 offices. By leading a dynamic and motivated team, you will create a positive impact on both business results and the customer experience.

## Tasks and Responsibilities

### Drive Revenue Growth

- Transform commercial objectives into actionable weekly and daily targets (TOP 5 activities) to keep the team focused and motivated.
- Develop, communicate, and implement action plans aligned with national and regional strategies to achieve commercial goals within your cluster.
- Lead and oversee the seamless execution of sales activities ( on domains such as parcels, franking, financial services) , including follow-ups on campaigns, applying effective sales techniques, and tracking team performance via briefings, remote management, and on-site coaching.
- Maximize the use of centrally developed tools and methodologies to enhance sales performance and customer engagement.

### Elevate Customer Satisfaction

- Create and execute customer-focused strategies that align with national and regional guidelines to meet and exceed satisfaction goals.
- Monitor key customer satisfaction metrics (e.g., waiting times, friendliness, proactivity) and take action to address any gaps.
- Build and maintain positive relationships with stakeholders across the cluster to strengthen the customer experience.

### Ensure Operational Excellence

- Define, implement, and monitor service-focused action plans that drive efficiency and operational excellence across the cluster
- Continuously improve process execution and operations by overseeing KPIs such as accessibility, workflow optimization, safety standards, and employee well-being.
- Ensure compliance with accounting rules, internal controls, and regulatory standards, safeguarding the company from financial, operational, and reputational risks. Act as the primary point of contact for regional audits.

#### **Build a Dynamic and Motivated Team**

- Inspire, coach, and support your team to achieve commercial and service goals through personalized follow-ups, regular office visits, and effective use of coaching resources.
- Lead engaging and impactful meetings with Office Managers to align on strategies, operational quality, customer experience, sales and celebrate successes.
- Conduct meaningful performance reviews, providing constructive feedback and identifying growth opportunities for each team member.
- Drive optimal staffing levels by addressing absenteeism, managing workload distribution, and participating actively in recruitment and onboarding processes.
- Oversee and communicate changes effectively, ensuring smooth transitions during cluster reorganizations.

#### **Participate in Project Roll-Outs**

- Act as a key contributor to cultural transformations within Retail & Banking, advocating for flexibility, a results-driven approach, and excellent customer service.
- Play a hands-on role in implementing innovative improvement projects within the organization to drive continuous growth.

#### **Build and Maintain Strong Professional Relationships**

- Foster constructive and collaborative relationships with Mail Services, local unions, HR teams, other cluster managers, sales coaches and relevant stakeholders.
- Partner with the Regional Management Team on sales, operations, customer centricity and HR related

## **Profile**

- Bachelor's or Master's degree, or equivalent through experience
- More than 5 years of experience in a leadership or people management role
- Strong knowledge of management and coaching skills
- Familiarity with the products and services in a retail banking environment, processes and procedures, sales techniques, and specific IT applications
- Good understanding of HR policies/guidelines, unions, accounting rules, compliance procedures and guidelines
- Being able to communicate in the second national language is a plus

## **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.