



Chatbot Manager

BRUSSELS

External Description

Chatbot 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 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.

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:

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:

- 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.

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.](#)