



Chatbot Product Owner

BRUSSELS

External Description

Chatbot product Owner

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 product owner to reinforce our dynamic and enthusiastic Channel & digital execution team.

Your mission:

As a Chatbot Product Owner at bpost, you'll take the lead in crafting intelligent, customer-centric chatbot experiences that redefine how we engage with millions of users daily. Collaborating with dynamic cross-functional teams, you'll design and optimize conversational workflows that drive satisfaction, efficiency, and innovation across our digital platforms.

What you'll do:

- **Shape the vision:** Develop and implement chatbot strategies aligned with bold business goals and user needs.
- **Design exceptional experiences:** Create intuitive conversation flows that delight and serve our customers seamlessly across websites, mobile apps, and messaging platforms.
- **Drive continuous improvement:** Analyze user interactions, monitor performance, and implement data-driven enhancements to ensure cutting-edge chatbot functionality.
- **Lead innovation:** Stay ahead of emerging chatbot trends and technologies to keep bpost at the forefront of digital transformation.
- **Foster collaboration:** Work closely with stakeholders, IT specialists, and customer experience teams to align chatbot solutions with broader business objectives.
- **Empower the team:** Provide guidance and training on best practices, ensuring consistent delivery of high-impact chatbot experiences.

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:

- A **bachelor's degree** in Computer Science, IT, Business, or a related field.
- **5+ years** of experience in chatbot development, management, or similar roles.
- Proficiency in chatbot platforms, **natural language processing (NLP)**, and conversational AI technologies.
- A deep understanding of **UX/UI principles**, conversation design, and best practices.
- An analytical mindset, with the ability to make data-driven decisions.
- Fluency in **English**, plus either French or Dutch ideally, thriving in multilingual and multicultural environments.
- Proven experience with **Agile methodologies** and backlog management.
- Exceptional communication skills, capable of bridging the gap between business needs and IT solutions.

- A proactive, customer-focused approach to problem-solving, paired with strong organizational skills.

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.

#bpostgroup #LI-DNI

Find out more [about bpostgroup](#)

No match?

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