



Project Manager Control Room

BRUSSELS

External Description

Project Manager Control Room

bpost strives to create an inclusive environment with exciting projects and inspiring collaborations. With our employees at the heart of our organization, we believe in careers, not just jobs.

The Out-of-Home Delivery (OOH) team within bpost is responsible for all pick-up points, including parcel points, postal points, and parcel lockers. Currently, bpost operates around 1,300 parcel lockers, and by the end of 2025, this number will grow to 2,500 operational lockers. Parcel lockers represent an important strategic growth pillar within bpost.

Within this framework, we are looking for a **Project Manager Control Room** to help achieve our upcoming growth.

Your mission

The Project Manager Control Room is responsible for following up on and resolving operational issues with parcel lockers, parcel points, and postal points of bpost in order to optimize service for users of these channels, ultimately resulting in a high HPS. This role also includes managing the back-office sales for parcel points and postal points, as well as handling the administration related to locker locations. The project manager reports to the Head of Capacity Manager and works closely with various internal teams and departments within the Out of Home Delivery (OOH) division, Operations, and others.

Tasks and Responsibilities

Operational Issue Follow-up:

- Monitoring and analyzing operational issues with parcel lockers, parcel points, and postal points.

- Coordinating solutions and improvements in collaboration with relevant teams.

Back Office Sales and OOH Administration:

- Managing back-office sales for parcel points, postal points, and locker locations.

Reporting:

- Preparing reports on the performance (KPIs, OKRs) of the locker network and identifying causes of defects/non-quality.
- Mapping trends in these causes of non-quality.

Formulating Improvement Proposals:

- Identifying process improvements, formulating proposals, implementing them in collaboration with other departments, and following up on them.

Team Leadership:

- Leading a team consisting of a control room team leader and a senior business analyst.
- Guiding and coaching team members to support their development and optimize departmental performance.

Collaboration:

- Working closely with two direct colleagues (capacity manager and reporting manager) within the Capacity Management department.
- Collaborating with the Head of Asset Management and other departments such as Facility Management, Customer Care, and others.

Your profile

As a Project Manager Controlroom, you are results-oriented and skilled at managing diverse stakeholders. You bring the following qualifications:

- **Technical Competencies:**

- Knowledge of operational processes and systems within logistics and parcel delivery.
- Experience in data analysis and reporting.
- Strong proficiency in Excel.

- **Soft Skills:**
 - **Leadership:** Ability to motivate and lead a team.
 - **Communication:** Strong verbal and written communication skills to effectively report and collaborate with various stakeholders.
 - **Problem-Solving:** Creative and analytical thinking to quickly and effectively resolve operational issues.
 - **Collaboration:** Team player who can work well with different departments and teams.
 - **Flexibility:** Adaptability to changing circumstances and priorities.

- **Languages:** Dutch/French + good knowledge of the second national language + English.

Our offer

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

- Competitive monthly salary
- Company car + cafeteria plan

- Meal vouchers

- Hospitalization-, group- and disability insurances

- A phone subscription

- 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

About bpost

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.