



At DHL Supply Chain, we all share a set of common values. To deliver excellent quality. To make our customers successful. To foster openness. To set and follow clear priorities. To be entrepreneurial. And to be socially responsible and act with integrity. These are the things that bring us together as associates and set us apart from other logistics companies.

Join us as an

**Client Success Manager**  
**Italian or German speaker**

**Your role in a nutshell:**

This role is to play a key role in ensuring our customers are satisfied with our FN product. The CSM will be responsible for advising and supporting our customers, customer service and our warehouses in their day-to-day operations. The CSM will manage new requirements and conduct review meetings with customers together with the commercial owner/site manager.

This role is for someone who has strong customer service experience and customer focus - preferably from Team Leader level - and is committed to the process of customer management to support our business.

## **Main tasks and key responsibilities:**

### **Helping the DHL Fulfillment Network operations teams by:**

- Providing knowledge around carriers, product and customer service processes
- Consulting customer service with questions around customer inquiries
- Solving complex requests occurring in day-to-day business
- Overseeing claims being raised by the customer and their processing by customer service, carriers, and warehouses
- Executing on and safeguarding Customer Service standards
- Continuously improving tools and templates used in the processes

### **Contributing directly to FN Customer Satisfaction by:**

- Participation in customer meetings, business reviews & operations calls together with site managers, commercial owners
- Monitoring and ensuring customer services responses are according to our standards
- Analyzing root causes of re-occurring issues arising in running operations and solving them with the right stakeholders
- Aligning customer change requests with Sales and Project Delivery. Implement smaller change requests in direct alignment with operations and IT

### **Handling and solving critical situations and escalations by:**

- Handling minor escalations occurring in customer service
- Training & educating the customer on the correct role they need to play / how they need to contribute to good & profitable operations

### **Finance & Projects:**

Small-scale: Implementing change requests from customers (as a project) in cooperation with IT, Sales, and Operations

## **Skills & Experiences:**

- 2-3 years of experience in the logistics industry or related fields
- Min 3-4 years experience in customer service or customer support
- Degree level education
- **Fluency in English and Italian or German**
- Demonstrable Continuous Professional Development
- A few years of experience in customer-oriented role, ideally in an international environment and the field of Logistics (e.g., customer service, sales, account management)
- Strong escalation management experience and capabilities
- Excellent communication skills - moderating between clients and service providers to achieve the best outcome for the FN product

### In return we provide you with:

- Insight into one of the most complex logistic solutions
- A growing and constantly evolving business environment where people are driving innovation through digitalization
- A collaborative community where you'll always have a voice and an important part to play in developing the way we work. At the same time, of course, we'll make sure you feel recognized, valued, and rewarded for the contribution you bring to the table
- A level of stability and security that only a few other organizations can match thanks to the scale and scope of our businesses
- Our internal learning programs which provide valuable knowledge in logistics, management, and process improvement. You'll have the chance to earn recognized qualifications, grow as an individual, and explore opportunities to change departments and even countries if you wish
- Opportunities to participate in GoGreen, our group-wide environmental protection program. It focuses on energy efficiency, climate change and the reduction of air pollution. By 2050, our goal is to reduce all of our logistics-related emissions to net zero
- Corporate assets, including a laptop and mobile phone
- Cafeteria package – eligibility is granted during probation period as well
- Cycle to work scheme, discounted gym membership to Gilda Max network and retail discounts
- Employee Assistant Program to support your wellbeing and mental health
- A hybrid work environment (home office combined with a modern office environment in the heart of Budapest), for the vast majority of employees, offering a more progressive way of working to give you the flexibility, accountability, and responsibility to empower you to perform at your very best

**Our efforts to become a really good place to work have been honored with Top Employer in Europe for the fifth time in a row.**

**Join us and you'll be working with colleagues from a wide range of backgrounds – all with differing skills, experiences, and points of view. We see that diversity is one of our greatest strengths, and promote inclusion every day, in everything we do.**

### **Apply:**

If we sparked your interest and the varied activities appeal to you, please send us your CV with short reasoning of your professional fit in our organization and the position it self to

[allas@allasstart.hu](mailto:allas@allasstart.hu)