

Viking EMEA

Where passion meets protection



Head of Customer Service EMEA

At Viking EMEA, we encourage an entrepreneurial spirit within our teams, recognizing that the best fire protection solutions are born from collective intelligence. We are always eager to collaborate, brainstorm, and refine our ideas with our colleagues. Will you join us and bring your expertise to our team?

As Head of Customer Service EMEA you will contribute to elevate Viking from good to a first class service provider to become the first choice for customers “known for their service” and therefore contributing to generate more loyalty and recurring sales.

The scope of responsibilities is wide ranging from the customer interface at the point of entry and to organizational, structural, processes and systems management.

The deliverable of the role is therefore to bring Viking from the current state to an enhanced service in general.

As an experienced business professional in B2B (industrial products) with track records in customer service transformation, your role will be to define the key success factors for our Customer service and then to define, develop, standardize and, bring efficiency to our customer service function across EMEA to offer a first class service from initial query to after sales.

During the first 6 months, you will be expected to get a good understanding of our business, where strengths and weaknesses are, and share your findings and provide senior management with your ideas and initiatives as for structural changes, process improvement, best practices recommendations, system enhancement, etc. After this, you will drive change in Viking EMEA and take full ownership of customer service management.

The main responsibilities of this position are:

- Develop a deep understanding of customers & company success factors, build a customer service vision and a implementation path towards this vision
- Recommend and influence the change vision
- Bring improvement through organizing responsibilities, development, training, support and process improvements

- Increase productivity – reduce non added value activities to re-deployed to added value activities
- Review and propose change to the current structure (if relevant) to achieve high performance, right competency coverage and risk reduction
- Re-dynamize the customer service function through proper communication, leadership, empowerment and SMART objectives
- Review external customers escalations to the customer service team and propose corrections
- Support Local Operations Manager in creating productive environments
- Define levels of excellence and give directions how to reach and monitor them (for example, quotes & order processing turnaround time, phone presence, order book maintenance, etc.)
- Share information with the team, review progress and monitor KPI's
- Elaborate and coordinate trainings for all the CSR's and build development and succession plans
- Ensure process robustness and process documentation/rollout
- Promote and support development of new technological solutions (e-commerce, configurator, CRM, etc.)

Reporting line and travelling:

This position is a central function in Viking EMEA. There will be a reporting line with the local offices across Europe (currently 10 local managers in 10 different locations, managing in total 50 customer service roles).

The position will be office based, ideally at our HQ in Luxembourg. The role includes regular travelling up to 20% of time across EMEA.

Qualifications and experience:

- You have a minimum experience of 10 years in managing an international customer service team in an industrial company and have a clear vision of the key success factors
- You are a business person with hands on experience in working with key stakeholders in a distribution company of industrial products (sales, product management, operations)
- You have a significant experience in a service oriented function and a background in developing/restructuring a customer service organization
- You will be able to give excellent customer service and demonstrate values that set Viking EMEA apart from its competitors
- You are system oriented – you have a clear understanding of the connection points in the order to cash process (quote, order entry, pricing, date management, on time)
- You have demonstrated ability to establish vision, drive organizational change and deliver positive results in customer service
- You have a Bachelor's degree/level in relevant field (e.g. Business Administration, Commercial Economy, etc)

Personal characteristics:

- Due to your extended experience in business, you have a 360 view and agility to contribute in all the subject related to the role
- You can communicate, interact, influence and adapt to all levels in the organization through various channels and methods
- You have proven management skills, natural leadership, and charisma
- You are valued for your excellent interpersonal communication skills (in English; another European language is welcome)
- You have the ability to build, motivate and develop your team and to lead by example
- You are able to build strong relationships and networks through trust and integrity

- You are a self-starter, well organized, able to prioritize and you get things done
- You are a listener and able to influence, motivate and convince when needed
- You are result oriented and have a strong sense of commitment to deliver

Contact information:

If you are interested in this position, please send your Curriculum Vitae and cover letter in English via this website. For more information, please visit our website: www.viking-emea.com

As a member of the Minimax Viking Group, Viking stands tall on the global fire protection stage with 10,000 employees and an annual turnover of over €2.2 billion.

Viking EMEA is a key player in distributing our fire safety products and systems across Europe, the Middle East, and North Africa. Serving over 2,100 clients in 74 countries, we deliver everything from sprinklers to advanced detection systems, meeting both commercial and industrial demands.

At Viking EMEA, we foster an entrepreneurial spirit within our teams, recognizing that the best fire protection solutions are born from collective intelligence. We believe in the power of collective intelligence and encourage a culture of collaboration and creative thinking.

Be part of our passionate community where every role is essential, every idea valued, and every day is an opportunity to contribute to saving lives and property.