

Job description

Title: Service Manager Benelux
Reports to: Commercial Head of Benelux
Location: Amsterdam, the Netherlands

Company Description

Segway-Ninebot is a global pioneer in high-tech electric mobility, dedicated to revolutionizing how people move. Our mission is to simplify the movement of people and goods, making life more convenient and captivating. Beyond leading innovation in micro-mobility, we are deeply engaged in service robotics and intelligent short-term transportation. With the headquarters stationed in Beijing, China, we focus on research, development, design, and distribution of cutting-edge short-distance transportation solutions. Segway-Ninebot Europe operates with branches in The Netherlands, Spain, France, and Germany.

General Description

You are responsible to deliver an excellent service experience to our customers, manage day-to-day business and develop appropriate standards and processes to continuously elevate the overall service experience. This position interacts with all corresponding departments and our other offices located in Europe, to provide and process information in response to (technical) inquiries, concerns, complaints and other product related questions.

Key Responsibilities

- Manage our service center for KickScooters in the Benelux
- Responsible for technical support to dealers eScooters/eMopeds in the Benelux
- Customer focused: support dealers (B2B) either by telephone or electronically concerns or complaints
- Manage service level agreements with key retailers
- Operate mainly from your desk where you advise and follow up on customers on technical queries
- Process warranty claims of the dealers in SAP
- Obtain and evaluate all relevant information to handle inquiries
- Operational excellence: you must understand and own every aspect of the service center's performance
- Advise and follow up on customers on technical queries
- Direct requests and unresolved issues to the designated resource
- Communicate and coordinate with internal departments

Qualifications and Skills

- Bachelor degree preferable in a technical area
- Excellent knowledge of customer service principles and practices
- Technical acumen is required – you must develop a knowledge of all Segway products
- Knowledge of administrative procedures
- Able to work independently and exercise good judgement
- Fluent in English and Dutch, both verbal and written

- Advanced use of Microsoft Office
- Proactive attitude and taking initiative
- Team player with excellent communication and listening skills
- Customer driven mindset
- Problem analysis and problem-solving
- High attention to detail and accuracy
- Data collection and ordering
- Stress tolerance