

»Maybe tomorrow our products will know the answer before the question.«

Min

Customer Service Technology



Tomorrow is our home.

Find out how you can enjoy, grow and perform at BSH Home Appliances Group: As a leading manufacturer of home appliances and solutions, we encourage commitment and open-mindedness among our employees. With our global brands Bosch, Siemens, Gaggenau and Neff as well as our local brands, our focus truly is on innovation. And that doesn't just apply to our products and services, but also drives the way in which we cooperate, exchange ideas and organize our teams. Everyone is invited to make their individual contribution to our overall success. Join us now and give your career a home.

Head of Customer Service ADE (m/f/d)

BSH Hišni aparati d.o.o. Nazarje | Full time | Open to regional candidates, preferred Slovenia
Ljubljana

YOUR RESPONSIBILITIES

Are you ready to lead, embrace challenges, and shape the future of the Adriatic East region? As Head of Customer Service, you will define and drive a forward-looking strategy, making Customer Service a key pillar of success. Your role includes exciting and impactful challenges such as:

- / Lead a diverse, multi-location Customer Service team, fostering collaboration to meet market demands and support our brands.
- / Drive organizational development to deliver outstanding consumer satisfaction and create value for BSH.
- / Develop and implement a vision and strategy to position Customer Service as a key success factor for BSH in the Adriatic East region.
- / Further increase the organization's efficiency and effectiveness by thorough process management and continuous improvement.
- / Steer and develop the service network with its service partners so that they are true representatives of BSH in the local markets.

YOUR BENEFITS

- / Permanent employment in dynamic international environment.
- / Company car and business travel across the region and beyond.
- / Flexible working hours, occasional hybrid work and high level of autonomy.
- / Continuous professional and leadership development.

YOUR PROFILE

- / Degree in (Industrial) Engineering, Business Administration or a comparable field.
- / Several years of leadership experience, preferably in Customer Service, operations or a similar environment.
- / Proven track record of leading large, multi-location teams in a multi-branded environment.
- / Fluent English required; knowledge of one regional language (e.g. Romanian, Serbian) is an advantage.
- / Strong strategic, analytical, and organizational skills with a results-driven mindset.

FURTHER INFORMATION

Please visit bsh-group.com/career. We would love to welcome you in our team!

Find a new home for your professional ambitions:

Apply online now

At BSH, diversity and inclusion are core values that shape our corporate culture. We appreciate everyone's uniqueness and see the diversity of our employees as key to our success. Regardless of gender, origin, religion, sexual orientation, disability, or age, we wholeheartedly welcome every single application.

Home appliances under the brands:



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