



Customer Service Manager Food Industry (m/f/d)

Are you ready to take on responsibility and lead a motivated team in the food industry? We are looking for a committed and communicative person who enjoys customer service and organizing a wide range of tasks. In this role, you will be responsible for managing and coordinating the Food Industry Customer Service team. You will ensure efficient and customer-oriented support, support your team in processing inquiries and ensure that day-to-day business runs smoothly. We offer you a versatile position in a motivated team with flat hierarchies, where you can actively contribute and develop personally.

Hügli Nahrungsmittel AG
Bleichstrasse 31
9323 Steinach

Contract type
Workload
Start of employment
Language

Permanent
100%
as of now
German

Do you have any questions?



Simone Hadorn
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Apply online



You can find all the details online as well as the opportunity to apply directly.

Your tasks

- Coordination and management of the Customer Service Team Food Industry
- Communication with national customers and processing of any order related requests and tasks
- Supporting the Sales and Key Account Managers
- Collaborating closely with the Sales Executive Food Industry, sales and other interface areas
- Support in achieving sales targets and ensuring service quality
- Internal coordination on an order-related basis with all specialist departments
- Optimization of processes within the department in collaboration with other specialist departments
- Supervision of commercial apprentices in the back office and export area

What you bring with you

- Completed commercial training or equivalent
- Multiple years of experience in sales processing and leading a team
- Numerical flair for statistics and evaluations
- Very good written and spoken English, knowledge of French and Italian an advantage
- Good MS Office skills and very good SAP knowledge
- Experience in the food industry an advantage

What we offer



Work-life balance

We offer at least 25 vacation days and a flexitime system. You can also organise your days to work in the office as well as remotely.



Mobility

Benefit from convenient public transport connections and ample parking facilities – for sustainable and carefree travelling.



Health

Your well-being is important to us: Benefit from our health-supporting offers and exclusive employee discounts with the Coop employee discount card.



Family-friendly employer

Organise your working hours flexibly with part-time models and experience an inclusive working environment where diversity is valued and encouraged.