WE'RE HIRING

INTERNATIONAL SERVICE EXPERT (m/f/x)

System Alliance Europe eG is a cooperative consisting of 45 medium-sized, predominantly family-owned transport and logistics service providers. Our members, with a total of 44,000 employees and 144 branches, are present in 29 European countries.

In 2020 the cooperative, which was established in 2005, moved nearly four million consignments and a total of 1.5 million tons of consolidated freight.

With standardized processes, centralized quality and security management, scalable logistics services and comprehensive business intelligence, System Alliance Europe guides the customer journey along the entire supply chain.

YOUR RESPONSIBILITIES

- Coordination of our IT service providers
- Responsibility for first- and second level support of our IT-Platform
- Management of IT service processes to provide excellent services
- Preparation of SLA reports and conduct service review meetings
- Coordination of service requests internal and external
- Coordination of our hosting provider for our web products

YOUR PROFILE

- Strong language skills in English & German
- Team player and familiar in an international environment
- Experience in complex Excel calculations
- University degree or apprenticeship in logistics, business, management, or related fields
- 3-5 years of work experience in either logistics operations, customer service, Accounting, or related fields
- Professional work in an international team

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WHAT WE OFFER

- A flat hierarchy with quick decision-making paths
- Unique chance to shape a growing company
- Open-minded, collaborative working environment
- Diverse task remit with lessons learnt daily

WORKING HOURS

- Monday to Friday

BENEFITS

- Full-time, permanent position
- Flexible working hours
- Option to work from home
- Bonus scheme

LANGUAGES

- English (required)
- German (required)

PROTECTIVE MEASURES FOR COVID-19

- Distancing rules
- Online meetings
- Cleaning and hygiene measures

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If you are interested in joining the team, please send your application with CV and cover letter:

System Alliance Europe eG
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