

HD Construction Equipment Hyundai Europe NV – Teamlead Customer Service Aftermarket

We are looking for a **Team Lead Customer Support Aftermarket** to lead, coach, and develop our Customer Support team. In this role, you will act as the key link between Customer Support, Warehouse, Procurement, Logistics, Service, and Sales, ensuring customer issues and escalations are resolved quickly, professionally, and efficiently.

If you are a people-focused leader with a passion for customer service, process improvement, and operational excellence, we would love to hear from you.

What can you expect from this challenging job?

Team Leadership & Development

- Lead, coach, and motivate the Customer Support team on a daily basis.
- Prioritize and allocate workloads to ensure optimal service levels.
- Monitor team performance, productivity, and capacity.
- Support employee development through coaching, feedback, and performance reviews.
- Foster a customer-centric, collaborative, and results-driven team culture.

Customer Support Operations

- Ensure dealer and customer inquiries are handled accurately, professionally, and within agreed service levels.
- Monitor urgent orders, backorders, and machine-down situations.
- Manage and resolve escalations from dealers and internal stakeholders.
- Drive clear and professional communication with dealers across Europe.
- Ensure compliance with internal processes and customer support standards.

Cross-Functional Collaboration

- Partner closely with Procurement to resolve supply issues and parts shortages.
- Work with Warehouse and Logistics teams to improve delivery performance and lead times.
- Coordinate with Technical Support on complex customer cases and escalations.
- Act as the primary point of contact for high-impact operational customer issues.
- Facilitate effective communication and collaboration between departments.

Continuous Improvement

- Identify recurring issues and drive sustainable solutions.
- Lead process improvement initiatives within Customer Support.
- Optimize workflows and case management within Salesforce and related systems.

- Develop and maintain work instructions, playbooks, and standard operating procedures.
- Contribute to building a proactive and data-driven support organization.

Performance Management & Reporting

- Monitor and analyze key customer support KPIs.
- Identify trends in dealer feedback, customer inquiries, and case performance.
- Implement corrective actions and improvement plans.
- Prepare operational reports and management updates.
- Promote a culture of continuous improvement and accountability.

Are you the colleague we're looking for?

Experience

- Minimum 5 years of experience in Customer Support, Aftersales, Parts Operations, or a comparable customer-facing operational environment.
- Previous experience in a supervisory, coordinating, or leadership position.
- Experience with ERP and CRM systems such as SAP and Salesforce is a strong advantage.
- Experience within construction equipment, automotive, machinery, industrial equipment, or aftermarket operations is highly desirable.

Skills & Competencies

Leadership

- Strong people management and coaching capabilities.
- Ability to inspire, develop, and engage teams.
- Confident decision-maker with a high sense of ownership and accountability.

Operational Excellence

- Customer-focused mindset.
- Strong analytical and problem-solving skills.
- Process-oriented approach with continuous improvement mentality.
- Ability to prioritize effectively in a fast-paced environment.

Communication

- Excellent verbal and written communication skills.
- Strong stakeholder management and escalation handling capabilities.
- Ability to build effective relationships across departments and external partners.

Languages

- Fluent English is required.
- Dutch is a strong advantage.
- Additional European languages such as French, German, Italian, or Spanish are considered a plus.

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