



## TCR Group – Customer Service Manager



### The Opportunity

We are in an exciting phase of growth! As we continue to evolve from a regional service provider of airport equipment solutions to a global leader, we are seeking a Customer Service Manager to join our dynamic team in Munich, Germany's second-largest airport.

This role is key in ensuring smooth and efficient airport operations while maintaining strong customer relationships. You will be the main point of contact for operational performance, ensuring high-quality service, ensuring top-tier GSE availability, maximizing asset availability, and aligning operations with customer needs.

In this role, you will report to the Managing Director Germany and work closely with customers, internal teams, and operational staff to optimize service delivery.

### A snapshot of what you will be doing

#### Customer operations & service management

- Act as the main operational liaison between customers, suppliers, and internal teams;
- Monitor and enhance service levels, ensuring fleet availability and operational efficiency;
- Oversee performance tracking, reporting, and compliance with SLAs.

#### Operations management

- Oversee the fleet's availability, maintenance compliance and responsiveness to customer needs, ensuring efficient resource allocation;
- Align operations with business goals, focusing on efficiency and cost control.

#### Team coordination & leadership

- Work closely with internal teams to optimize workflows and improve service delivery;
- Foster a collaborative environment where open communication and customer-focused problem-solving thrive;
- Lead, support, and develop the team to ensure smooth operations and foster agile, self-steering teams with open communication;
- Hands-on leadership: actively engage in the workshop, bringing charisma and presence to inspire and guide the team;
- Lead and support the team with TCR's core values:
  - **Passion:** Driven by improvement and enjoying our work together;
  - **Integrity:** Adhering to high moral standards and treating everyone with respect;
  - **Accountability:** Keeping promises and taking responsibility for actions;

- **Open-Mindedness:** Pioneering, adaptable, and driven by creativity and curiosity.

### **Safety & compliance**

- Ensure all operations adhere to safety regulations and internal compliance standards;
- Promote a safety-first culture across all levels of operations.

### **We are looking for an individual who**

- Has experience in **operations, customer service, or contract management**, ideally within aviation, logistics, or fleet management. Knowledge of Ground Support Equipment (GSE) industry is a definite advantage;
- Is skilled in creating strong **customer relationship**, with the ability to engage and communicate effectively with various stakeholders, ensuring operational efficiency;
- Is able to thrive in a fast-paced environment, taking ownership of tasks with a **solution-driven, can-do approach**;
- Possesses strong leadership skills, inspiring and guiding teams to success;
- Has excellent communication skills, able to build strong internal and external partnerships;
- Knows how to work with an **ERP system** for operational tracking and cost control is a plus;
- Speaks fluent **English and German** (verbal and written).

### **♥ We think you will love working with us**

At TCR Group, we foster a vibrant and collaborative work culture that values each team member's contributions and reflects our company values: integrity, open-mindedness, accountability, and passion. You'll have the opportunity to drive change and contribute to our mission of sustainability in aviation. We are committed to creating an inclusive environment where everyone can thrive.

### **About our company**

At TCR Group, we're dedicated to revolutionising the aviation industry by providing integrated solutions for Ground Support Equipment (GSE). Our comprehensive offering includes GSE rental, leasing, and maintenance services. With our headquarters located near Brussels and a team of approximately 1800 employees, we boast a global operational presence spanning over 200 airports across America, Europe, Asia Pacific, and the Middle East. Our relentless commitment to excellence has established us as a trusted partner for our customers worldwide.

### **✓ Do you think we could be a match? We look forward to meeting you!**

If you are a driven leader with a passion for innovation, operational excellence, and customer satisfaction, we look forward to meeting you!