Team Leader Customer Operations (m/w/d)

At **INABA-Foods (Europe) GmbH**, we are passionate about delivering premium pet food products that customers and pets love. As part of our continued growth across Europe, we are looking for an experienced and motivated **Team Leader Customer Operations** to lead our Customer Operations team and help us deliver an outstanding customer experience.

If you enjoy leading people, improving processes, and working in an international environment where no two days are the same, we'd love to hear from you.

Your Responsibilities

As Team Leader Customer Operations, you will lead a team of three Customer Operations Specialists and play a key role in ensuring smooth and efficient customer operations across Europe.

Your responsibilities will include:

- Leading, coaching, and developing the Customer Operations team.
- Ensuring excellent customer service and supporting a customer-first culture.
- Managing the complete order-to-delivery process to ensure accurate and timely order fulfilment.
- Coordinating closely with Sales, Logistics, Supply Chain, Finance, and external logistics partners.
- Monitoring customer orders, delivery schedules, and service performance.
- Managing customer escalations and ensuring timely resolution of issues.
- Identifying opportunities to improve processes, efficiency, and customer satisfaction.
- Monitoring operational KPIs and driving continuous improvement initiatives.
- Supporting the Head of Operations with operational projects and strategic initiatives.

What We're Looking For

You are an organised, proactive personality who enjoys working with people and solving operational challenges. Ideally, you have:

- Min. 5 years of experience in Customer Operations, Customer Service, Sales Support, Order Management, or Supply Chain.
- Previous experience leading or coaching a small team.
- Strong organisational and problem-solving skills with excellent attention to detail.
- A customer-focused mindset and the ability to build strong relationships with internal and external stakeholders.
- Experience working with ERP systems (e. g. SAP) and Microsoft Office.
- Excellent communication skills in English; German and other languages are an advantage.
- The ability to work independently while collaborating effectively across departments.

What We Offer

- An exciting leadership role within a growing international company.
- The opportunity to make a real impact and shape customer operations across Europe.
- A collaborative, supportive, and multicultural working environment.
- Flat hierarchies and short decision-making processes.
- Opportunities for professional and personal development.
- Competitive salary and attractive employee benefits.

Ready to Make a Difference?

If you are passionate about leading teams, delivering excellent customer service, and driving operational excellence, we would be delighted to hear from you.

Apply now and become part of our INABA-Foods Europe team!

Have we sparked your interest? We would be delighted to hear from you! Please send your application to **Recruiting@inaba-foods.co.jp**.

We kindly ask you to submit your **application in English whenever possible**, including:

- Your CV (résumé)
- Relevant employment references and certificates
- A short cover letter outlining your motivation for applying

We look forward to receiving your application!