



VACANCY

# B2B Customer Service Director

## Requirements

- Over 12 years of work experience
- Commercial mindset
- Experience with multichannel customer service
- Change management
- Operational efficiency
- Leadership experience

📍 **Utrecht** 🧳 **Minimum of 12 years experience**





**VodafoneZiggo provides communications and entertainment services for millions of consumers and businesses. Its new B2B Customer Service Director will implement a cutting-edge customer service process, ensuring a leading experience for all B2B clients. They will introduce operational and organizational improvements and contribute to overall strategy development.**







## ABOUT THE COMPANY

# VodafoneZiggo

**VodafoneZiggo enables people to have their media, entertainment, and work at their fingertips, everywhere and all the time. By delivering entertainment services and high-speed internet, the company plays a vital role in the daily lives of millions of consumers and businesses. VodafoneZiggo is one of the leading agents of digitization in the Netherlands and leverages technology's power to strengthen society, bringing enjoyment and progress with every connection.**

VodafoneZiggo is a joint venture between Liberty Global, the largest global player in tv and broadband internet, and Vodafone Group, one of the world's largest telco providers. The company employs close to seven thousand people and offers services to about four million households and over five million mobile subscribers.

**“Our ambitions go beyond providing valuable services to millions of people. We want to deliver our products in the most social and sustainable way possible. By 2025, we want to halve our impact on the environment and help two million people move forward in society.”**

**– Jeroen Hoencamp, CEO**



With VodafoneZiggo's wide range of go-to solutions for the professional market – including telecom, data security, and working in the cloud – the total 2021 B2B revenue amounted to over one billion euros. The company tailors its professional propositions to small or home offices (SoHo), SMEs, and large corporates and empowers them with value-adding products and excellent customer service to operate at the digital forefront.





## B2B Customer Service Director

**The B2B Customer Service Director will be E2E responsible for the entire chain, including the development of a leading customer service experience across all client segments (SoHo, SME, and large corporations) and products (mobile, fixed, and converged). They will lead the B2B Customer Service department of three hundred-plus agents and enable them to increase customer satisfaction and cost-effectiveness. The B2B Customer Service Director will report to Barbara de Koning Gans, COO and board member of VodafoneZiggo.**

The B2B Customer Service Director will be part of the B2B MT, and they will have three direct reports: operationally focused Team Managers leading about a hundred customer service specialists each. It will be up to the B2B Customer Service Director to make sure these teams are engaged and well-equipped. The B2B Customer Service Director will also work closely with their counterparts in the COO's team: the Directors of B2C Customer Service, Credit Management & Billing, Installation & Maintenance, and Transformation & Quality. Especially when it comes to SoHo, collaboration is key in optimizing capacity, performance, and third-party partner management. These interactions will ask for a B2B Customer Service Director who can engage, influence, and enthuse their colleagues without formal authority.

The combination of strategic and operational responsibilities makes this position particularly interesting (and challenging). On the one hand, the B2B Customer Service Director will develop the customer service strategy based on data and customer insights. On the other hand, they will translate the overall strategy into a wide range of concrete operational improvements. Topics they will look into are, for example: which automation options are worthwhile to implement and how to operationalize them (e.g., a chatbot), how to rationalize the organizational structures and processes (e.g., organizing by customer segment versus by product or service), and which digital tools could increase the effectiveness of the customer service agents. The B2B Customer Service Director will drive a feedback loop from high-level strategy to in-depth operations and back to strategy. A responsibility that will make them a driving force behind the future success of VodafoneZiggo in the B2B market. ■■

**Interested?** VodafoneZiggo has appointed Top of Minds to fill this vacancy. To express your interest, please contact Vivian Linker at [vivian.linker@topofminds.com](mailto:vivian.linker@topofminds.com).



**“Customer Service is our frontline. They are the first to understand our clients’ needs and how to address them. It will be the responsibility of the B2B Customer Service Director to interpret these signals and convince the rest of VodafoneZiggo of the direction of change they imply.”**

Barbara de Koning Gans, COO