



Vacancy

Managing Director

CloudTEAMS
Getting work done

CloudTeams empowers companies to outsource their non-core support functions efficiently, improving customer satisfaction and driving growth. The Managing Director will drive the company's successful scale-up journey as an integral member of the leadership team. They will redefine the sales proposition, expand the client portfolio and build and lead a high-performance team.



Requirements

- 10+ years experience
- In scaling businesses
- Excellent communicator and team builder
- Entrepreneurial and commercially driven
- Affinity with customer service

 Amsterdam

 Minimum of 10 years' experience



About the company

CloudTeams

Many businesses struggle to meet customer satisfaction goals, manage seasonal peak issues or experience challenges filling vacancies as their organizations grow and support staffing needs change. CloudTeams helps their clients to overcome these challenges and achieve their goals by providing easy, fast, and fair-priced outsourced support solutions for any team.

CloudTeams originated as a spin-off from the successful Benelux logistics scale up Homerr. Exponential growth, low margins and very high customer pressure demanded a creative solution to the question of how to set up a flexible high quality customer service team. Headquartered in Amsterdam, the company now has a team of over 50 professionals and agents.

This fast-growing scale-up specializes in providing the best possible omnichannel customer service experience to a variety of businesses. CloudTeam's customer support services are available 24/7 and in multiple languages including English, French, and Dutch, regardless of time zone thanks to their support teams located in Suriname, India, and Madagascar. They also support businesses in optimizing back-office activities such as data entry, validation, invoice processing, auditing, and data scrubbing. ▶

CloudTeams also leverages AI-powered support teams to ensure rapid scalability and consistent quality output while also streamlining essential tasks and saving valuable time. AI technology empowers both CloudTeams and their clients' staff to enhance efficiency and continuously improve their knowledge base.

CloudTeams sees potential to grow significantly in the coming years and is currently in the middle of an important transition to scale-up their operations and client portfolio. Committed to pushing the boundaries of innovation and empowering businesses to thrive in an increasingly digital world, CloudTeams is focused on continuing to provide cutting-edge solutions that enable teams to collaborate seamlessly and achieve extraordinary results together. ►





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Managing Director

The Managing Director will be at the forefront of CloudTeam's scale-up evolution. They will chart the company's strategic course and drive sustainable growth in this dynamic, fast-paced landscape of innovation. The position offers a unique opportunity to join an extremely entrepreneurial leadership team and play a pivotal role within the company's future success. The candidate will be responsible for a wide range of responsibilities, from shaping CloudTeam's strategic direction and fostering operational excellence to expanding the client portfolio and building and leading a high-performing team and culture.

The Managing Director will spearhead CloudTeam's expansion efforts. Taking charge as the commercial powerhouse of the organization, the candidate will develop and execute market expansion plans, redefining the sales proposition, and enhancing brand presence, accelerating growth and profitability. They will ensure that the company's services remain scalable, efficient, and tailored to the evolving needs of their clients.

An outstanding communicator and negotiator, the Managing Director will drive sales by cultivating relationships with new clients and partners. The candidate can easily translate their vision into clear presentations and sales propositions that foster buy-in with clients, partners, and other strategic stakeholders. A strategic thinker with a strong business acumen, the Managing Director motivates their team members, drives innovation, and navigates complex challenges with ease. ►



CloudTeams values diversity, inclusion, and creativity. The innovative scale-up encourages continuous learning, bold experimentation, and a relentless pursuit of excellence in everything they do. This is a perfect fit for a confident, energetic, and extremely entrepreneurial leader with experience in scaling businesses who is passionate about technology and outsourcing solutions. The position comes with an equally entrepreneurial salary package and abundant opportunities to grow and develop as the company continues to evolve, for example into a Co-Founder role.



Interested?

CloudTeams is working with Top of Minds to fill this vacancy.
To express your interest, please contact Vivian Linker at
vivianlinker@topofminds.com.

“CloudTeams is at a cross-roads in our business journey. We know there is potential to grow significantly and need the right person to help us succeed. The Managing Director will bring the business savvy and determination needed to drive us to the next level. This is an exciting opportunity for someone who’s ready to roll up their sleeves and make big things happen.”

**Mark-Jan Pieterse,
Founder**