

Batopin – Customer Service Lead

Customer Service Lead

We are building an independent ATM-network offering qualitative cash services to all individuals and merchants in Belgium. Our mission is to ensure access to cash in the long term, in a “less cash” society. To support our expanding business, we are looking for a **Customer Service Lead** to join our team.

About the role

Behind the ATMs, there is a complex operational and technical environment involving our member banks, technology partners, maintenance partners and other stakeholders. Our Customer Service team is at the centre of this ecosystem. We make sure our member banks have a reliable point of contact, that issues are followed through to resolution, and that recurring problems are turned into better processes and services.

We are looking for a **Customer Service Lead** to lead our Customer Service Team and to help us develop our collaboration with our member banks. This is not a traditional customer service role. You will work directly with bank stakeholders and act as a bridge between the customer, our internal teams and our operational and technical partners. You will deal with everything from day-to-day questions and service requests to complex incidents, transaction and dispute-related cases and situations where several parties need to work together to find the answer.

The role combines people leadership, B2B relationship management, operational problem-solving and continuous improvement. You don't need to know every answer from day one. You do need to be curious enough to find the answer, structured enough to connect the different pieces, and assertive enough to involve the right people and follow the issue through.

What will you do?

Lead and develop the Customer Service team

- Lead, coach and support the Customer Service Officers in their daily work.
- Create a team environment based on ownership, collaboration and accountability.
- Help the team prioritise incoming requests, escalations and operational issues.
- Support the team in handling more complex cases and stakeholder discussions.
- Share knowledge and continuously improve the team's way of working.

Manage relationships with our member banks

- Act as a trusted operational contact for our member banks
- Build strong working relationships and understand the operational context behind their questions and requests.
- Coordinate communication with banks and technology partners during incidents, service issues and operational changes.

- Make sure questions and concerns are followed through, with clear ownership and realistic expectations.
- Represent the needs and feedback of our member banks internally.

Own complex cases and escalations

- Take ownership of complex or recurring issues that require coordination across several teams or partners.
- Investigate cases by bringing together information from different sources, including operational data, transaction information, system logs and partner feedback.
- Challenge unclear or incomplete information and make sure conclusions are supported by facts.
- Coordinate with internal and external stakeholder to drive issues towards resolution.
- Keep stakeholders informed throughout the issue, particularly when the impact is significant.

Support incident management

- Act as a key point of contact for member banks during operational incidents.
- Coordinate the flow of information between banks, Batopin teams and external partners.
- Make sure communication is timely, factual and easy for stakeholders to understand.
- Support post-incident follow-up and identify opportunities to prevent similar issues from happening again.

Analyse and improve

- Analyse service, incident, case and dispute-related data to identify trends, anomalies and recurring problems, using tools such as Excel and PowerBI.
- Look beyond individual cases to understand the underlying cause.
- Turn operational insights into concrete improvements to processes, tools, documentation and ways of working.
- Work with internal and external partners to implement improvements and follow up on their impact.
- Contribute to reporting and operational reviews with member banks and internal stakeholders.

Build knowledge and enable others

- Help develop and maintain procedures, documentation and knowledge material for the Customer Service function.
- Support onboarding and training of team members and relevant stakeholders.
- Improve the way the team uses its tools and information to work more efficiently and consistently.
- Share recurring customer feedback and operational insights with the relevant teams.

Be a solid contact point for our Communication Team

- Act as the operational point of contact for the Communication Team, providing clear and timely input on customer-impacting topics.
- Coordinate and validate relevant facts with internal teams and external partners before communication is issued.
- Share recurring questions, feedback and emerging issues to support proactive and consistent communication.

What do we expect?

The role combines people leadership, B2B relationship management, operational problem-solving and continuous improvement.

You should have

- Experience leading or coaching people, or a clear ambition and ability to grow into a people-leadership role.
- Experience in customer service, service management, operations, account management, payments, banking, technology or a similar environment.
- A strong customer and stakeholder mindset, with experience managing relationships with professional customers or partners.
- A structured and analytical approach to problem-solving.
- The ability to investigate an issue, connect information from different sources and get to the root of a problem.
- Strong organisational skills and the ability to manage several priorities at the same time.
- The confidence to challenge unclear information, ask questions and involve the right people.
- A strong sense of ownership: when you take something on, you follow it through.
- Clear communication skills and the ability to adapt your communication to different audiences, from bank stakeholders to technical and operational teams.
- An interest in payments, banking, ATMs or financial technology. Previous knowledge of the sector is a strong plus.
- Fluency in Dutch, French and English.

What makes you successful in this role?

You are comfortable when the answer is not immediately obvious.

As the team lead, you set direction and create clarity for your team.

You combine a supportive coaching style with clear expectations, empower people to take ownership and step in decisively when priorities, escalations or difficult decisions require your leadership.

You don't stop at "this is what the system says" or "this is what the partner told us". You ask why, look at the available evidence, involve the right people and work towards a clear answer.

You can move between a conversation with a bank, an operational issue with a partner and a technical discussion with an internal team without losing sight of the customer or the business impact.

You are organised, but not rigid. You can deal with several things happening at once and know when something needs immediate attention, when it can wait, and when it needs to be escalated.

You understand the importance of discretion, confidentiality and following agreed procedures, particularly when handling sensitive customer, transaction or operational information.

Most importantly, you take ownership. You don't just pass an issue to the next person. You make sure it gets where it needs to go.

What do we offer?

- A high-impact role at the heart of Batopin's mission
- A dynamic environment with meaningful responsibility, autonomy, and room for growth in a broad role combining people leadership, customer relationship management, operations and technology.
- The comprehensive remuneration package includes amongst other things a company car and fuel card, group and hospitalisation insurance, meal vouchers, eco-vouchers and a bonus scheme.
- Flexible working is part of our culture: you can work from home and from our offices near Brussels North Station. We operate a hybrid working model with two mandatory office days per week

