

## Batopin+ Operations Partner Manager

### Operations Partner Manager

We are building an independent ATM-network offering qualitative cash services to all individuals and merchants in Belgium. We set the goal to become the largest player on the Belgian market in the next few years.

To support our expanding business, we are looking for an Operations Partner Manager to join our team.

#### Your role

As one of our Operations Partner Managers you are the SPOC for your partners and responsible for defining, managing, and enforcing the Service Level Agreements (SLA's) to ensure service performance aligns with business expectations. This role involves monitoring service delivery, identifying areas for improvement, and collaborating with various teams to enhance service quality and customer satisfaction.

### What will you do

- Set up service delivery management towards our helpdesk and hardware -partners and manage SLA's.
- Monitoring and reporting performance
- Collaborate with different stakeholders and other partner managers
- Manage incidents and problems within SLA timeframes
- Search and work towards continuous improvement
- Ensure compliance with legal, regulatory and contractual obligations
- Identify and mitigate risks associated with service delivery

### What do we expect

- Master or Bachelor in Business Administration, Information Technology, or a related field.
- Minimum of 5 years of experience in SLA management, service delivery, or a related role. Experience with ITIL or other service management frameworks is preferred.
- Mother tongue Dutch or French with a profound knowledge of English.
- Experience in the field of ATM's or in supply chain is considered a plus.
- Strong understanding of SLA concepts and best practices.
- Excellent analytical and problem-solving skills.
- Proficiency in data analysis and reporting tools.
- Strong communication and interpersonal skills.
- Ability to manage multiple priorities and meet deadlines.

- Knowledge of logistic processes

## **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.
- 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.
- You can work from home but you're always welcome in our offices near Brussels North Station.

<https://batopin.be>