

Team Leader

As one of two Team Leaders, you are co-responsible for the daily management and coaching of the FM Team (Fleet Management) / SBO Team (Selection, Bidding & Ordering), combined a department of twelve colleagues. This department manages the complete operational vehicle life cycle, starting with the vehicle ordering process until the vehicle return at the end of its contract. Contact with drivers and stakeholders are key elements in this process.

As a Team Leader, you are very close to your team and you create an inspiring team environment with an open communication culture. Furthermore, you develop competences and skills of your team members in order to get the best out of them.

You are also closely connected to the TraXall management and you participate actively in identifying process improvements and efficient ways of working.

The Team Leader reports directly to the Manager Operations.

Tasks and Responsibilities

- Identify and set team goals and evaluate progress
- Manage and plan the workload of the team
- Train and coach the team members and follow-up
- Supervise the activities within the team
- Evaluate team members in one-to-ones, mid - and end of the year reviews and determine training needs
- Formulate improvement proposals towards productivity and quality, in close consultation with the Implementation & Process Lead
- Collaborate with your Co-Team Leader on a common strategy and way of working
- Ensure that agreed processes and programs with the customer are executed in an effective and efficient manner and within agreed SLA's
- Co-lead the internal operations departments by being the interface and escalation point for customers
- Monitor workflows and workload and stay aligned with the agreed standards
- Maintain a high level of Customer and internal satisfaction level
- Organise and attend internal team meetings, present topics and take actions

- Keep the Account Managers and the Management Team informed about customer opportunities and risks
- Provide market intelligence by collecting market data and sharing with the appropriate people

Skills

- Able to win the respect, trust and credibility of colleagues, customers and suppliers
- Connect at all levels and build bridges
- Good listener, excellent communicator and coach by nature
- Motivator
- Professional attitude and can handle pressure efficiently
- Take responsibility for delivery of solutions

Ethics

- No 9 to 5 mentality
- Flexible mindset and go the extra mile
- Like to work in a smaller, but growing company
- Team Builder, emphatic and charismatic person

Qualifications

- Higher education level or equal by proven experience
- 3- 5-year Team Leader experience
- Experience in the leasing/fleet management industry is a big plus
- Local languages fluency, Dutch and French (written and spoken)
- Good English (written and spoken)
- Experienced with Microsoft Office especially PowerPoint, Excel and Word

We offer

- A dynamic position at the largest independent fleet & mobility management company of Belgium in an innovative and international environment
- An indefinite contract
- An attractive salary package including group & hospitalisation insurance, meal vouchers, company car, fuel card (incl. private use), mobile phone and laptop
- 32 holidays
- The ability to work (partly) from home

Interested? Send your CV to info@traxall.be to the attention of Mia Hennebel.



TraXall Belgium

Based in Mechelen, TraXall is the largest independent fleet & mobility management company of Belgium with more than 16.000 managed vehicles. Our customers are large companies with a need for efficient solutions in complex environments.

We are Business Process Outsourcing experts in the fleet & mobility sector. We do that highly successfully by acting as the interface between the Customer's stakeholders, drivers and their fleet partners, through automated solutions and skilled employees.

TraXall Belgium is part of TraXall International, operating in 25+ countries in EU and LATAM.

We deliver 'best in class' fleet management solutions tailored to local markets.

Our customers benefit from a multi-national organization with standardized fleet management services.

Key figures TraXall International

- 400 clients in 25+ markets
- 350 high power FTEs
- 200.000 managed vehicles
- € 4.5 billion assets managed

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