

ICTS Group – Operations Manager Belgium

Job description:

You will be working from an ICTS branch in Belgium of your choice: Zeebrugge, Ghent or Antwerp.

Your responsibilities are:

- Leading, coaching and supporting the operational teams in Belgium, the Netherlands and Poland.
- Monitoring the availability and quality of the trailer fleet, including correct inspections at handover and return.
- Organising and overseeing daily operations and rental planning in close cooperation with the workshops.
- Ensuring professional customer service, accurate administration and the proper follow-up of damage cases.
- Monitoring operational KPI's, resolving bottlenecks and implementing improvements where needed.
- Promoting effective cooperation between operations, workshops and administration.

Your profile:

- Proven experience in a supervisory or management role within an operational environment, preferably in transport, logistics or a technical sector.
- A higher education qualification or an equivalent level gained through experience, combined with strong planning and organisational skills.
- Clear communication, a coaching approach and the confidence to make decisions.
- A customer-focused, proactive and solution-oriented mindset, even under pressure.
- Good knowledge of MS Office and the ability to learn new software quickly.
- Excellent command of Dutch and English, both written and spoken.

Our offer:

- A varied management position with responsibility across several countries and teams.
- An attractive salary package complemented by a range of benefits.
- Plenty of room to take initiative and help shape the operational organisation.
- Training and development opportunities tailored to your personal and professional growth.
- An international working environment with short lines of communication and committed colleagues.

<http://www.icts-group.eu>