

Customer Care Supervisor with German

Rockwell Automation, Inc. www.rockwellautomation.com.

es líder mundial en automatización industrial y transformación digital. Conectamos la imaginación de las personas con el potencial de la tecnología para ampliar lo que es humanamente posible, lo que hace al mundo más productivo y sostenible. Con sede en Milwaukee, Wisconsin, Rockwell Automation emplea a aproximadamente 23.000 personas capaces de resolver problemas dedicados a nuestros clientes en más de 100 países.

Descripción de funciones

As a Customer Care Supervisor, you will set the tone and culture for your team, ensuring consistently customer service. You will lead a team that interacts directly with customers—resolving issues, answering inquiries, and delivering a seamless experience that minimizes effort and maximizes loyalty.

You'll work in an environment where each day brings new situations to explore, offering variety and the chance to contribute meaningfully to customer experiences.

Your leadership will be necessary for motivating and coaching your team to deliver exceptional outcomes for our customers.

You will report to the Customer Care Manager and have a hybrid schedule working in Barcelona, Spain.

Your Responsibilities:

- Manage operational Indicators and meet goals aligned with the global Customer Care framework.
- Serve as the primary escalation point for your team, customers, and stakeholders.
- Ensure consistent execution of processes in accordance with global policies, while identifying opportunities for improvement.
- Translate customer feedback and business needs into relevant development programs and team goals.
- Lead, coach, and develop your team to foster continuous growth and build organizational capability.

The Essentials - You Will Have:

- **3+ years experience in customer service or team leadership**—formal education is valued but not required if you bring strong practical experience.
- Fluency in **German and English** (written and verbal) is required; given the primary markets served: Germany, Switzerland, and Austria.
- Experience managing and motivating across diverse, remote teams.
- Experience with **coaching and developing people**, helping them grow and succeed.
- **Enjoys working in an engaging and evolving environment** where customer needs change and teamwork meaningfully contributes in delivering great service.
- A mindset that values integrity, positivity, and openness to learning, with a genuine interest in supporting others and contributing to a collaborative team environment.
- **Open to navigating change** and making thoughtful decisions, with support from peers and leadership when needed.

The Preferred - You Might Also Have:

- Advanced **French and/or Italian will be a strong advantage**

What We Offer:

Our benefits package includes ...

- Volunteer Paid Time off available after 6 months of employment for eligible employees
- Company volunteer and donation matching program – Your volunteer hours or personal cash donations to an eligible charity can be matched with a charitable donation.
- On-demand digital course library for professional development
- Comprehensive mindfulness programs with a premium membership to Calm
- Employee Assistance Program
- Personalized wellbeing programs through our OnTrack program
- Location: Barcelona
- Type of contract: Full time, Hybrid (Monday, Tuesday and Thursday, on site, Wednesday and Friday, on remote, except when there is a commercial mission out of the office)

CÓMO SOLICITAR EL PUESTO:

Enviar email con CV a pcpmixto.eures@sepe.es con el asunto: **R25-7210 Customer care Supervisor with German**

Fecha de cierre de la oferta: 30/11/2025

AYUDAS EURES A LA MOVILIDAD LABORAL

Infórmate de las ayudas económicas para acudir a la entrevista y/o para el posterior traslado al país de destino si resultas contratado. Requisitos y trámites a seguir en: Planes específicos de movilidad de EURES en los que participa España (Targeted Mobility Scheme): <https://www.sepe.es/HomeSepe/Personas/encontrar-trabajo/empleo-europa/tu-primer-empleoeures.html>

Para más información contacta con el/la Consejero/a EURES de tu provincia:

<https://www.sepe.es/HomeSepe/Personas/encontrar-trabajo/empleo-europa/consejeros.html>