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## Account Operations Manager

**sennder is a European digital freight forwarder looking for an Account Operations Manager to join our Operations team.**

**The role is based in our Wrocław office. Do you want to help us shape the future of the logistics industry?**

We value humility and we're as interested in your character as we are in your talent. Please apply, even if you feel you only meet part of our listed criteria. Diversity drives innovation and we offer an international and friendly work environment with an energetic company culture. Just be yourself and maybe you'll bring something valuable to the role we didn't initially think of.

**If you're passionate about taking yourself, sennder, and the logistics industry to the next level, curious, and driven by solving puzzles and influencing how we reach our business goals, then you might be who we're looking for. What others may consider uncertainty, you see as an opportunity to learn and be proactive, while being a team player and understanding how your personal development intersects with the company's growth.**

**As an Account Operations Manager you will play a crucial role in the Operations team, which keeps great attention to detail in order to meet customers needs.**

sennder is Europe's leading digital freight forwarder at the intersection of where technology meets logistics. Through our proprietary transportation operating system, built by our in-house tech teams, we not only connect shippers to our fleet of thousands of trucks, but also improve how they move products in sustainable, cost-efficient, and transparent ways - making the logistics industry fit for the future. In a traditional industry, we're growing and moving fast to digitally automate all road logistics processes.

You can be part of one of Europe's latest growth stories as we fast-forward road logistics into digitalization.

Get to know us, our culture, green business, funding history, and more on our [blog here](#).

**In this role you will:**

- **Ensure operational excellence** by managing transport operations in close contact with customer accounts, in- and external counterparts acting as the first point of contact for all sides on daily basis
- **Develop strong data insights** to understand account performance
- **Support senior team members** by preparing performance reports
- **Constantly optimize operational processes** in cross-functional cooperation with our Global Operation, Carrier Management & Product teams
- **Take over end-to-end responsibility** for smaller accounts

#### To get there you will need:

- **Customer focus:** Making your accounts happy is your number one priority
- **Executorial excellence:** You strike the right balance between love for details and diligence while being a pragmatic problem solver focusing on the result
- **Quick thinking:** You have an eye for interpreting quantitative data, finding actionable insights and devising process improvement plans
- **Proactive mindset:** You think one-step ahead and come up with solutions before problems arise.
- **Teamwork:** You strive working in cross-functional teams and have a team-player mentality

#### What you can expect:

- A fast-growing company, transitioning from *startup* to *scale-up*, where your work will make an impact on our growth and lead to several career opportunities.
- An international team of 800+ people with 65+ nationalities spread across 7 country offices with English as our company language.
- A quarterly feedback and review process for personal development. We also use "[Objectives and Key Results](#)" for company goals.
- A structured promotion process, providing everyone with fair and transparent career growth.
- Learning and development opportunities on the job and through conversations with your manager.
- Various opportunities to connect with colleagues, formally and informally, digitally or in person (when allowed), through regular team events, company get-togethers, and partnership events with other companies and local organizers.
- When in office: unlimited snacks, drinks, and fruits.
- Gym membership, private healthcare, group insurance.

At sender we want to maximize the individual's potential for all employees and reinforce an inclusive culture and environment of continuous learning that empowers people to succeed as a

team. In addition to humility, we value commitment, team spirit, respect, and kindness to build trusted relationships across teams.