



We are looking for a **Customer Back Office Manager** who will report to the Regional Sales Director and play a key role in ensuring operational excellence and customer satisfaction.

The role is responsible for managing Customer Back Office and Inside Sales activities, leading the team and working closely with all company functions, especially Sales, Supply Chain, Regulatory, and Quality Assurance, to define effective service levels, improve internal processes, and strengthen customer loyalty.

### Your responsibilities

- Lead and develop the Customer Back Office and Inside Sales teams (approximately 10 people).
- Define and monitor service levels in line with company objectives.
- Act as a key person between Sales and other Departments.
- Optimize order management, deliveries, and sample request processes.
- Manage customer escalations and complaints with a proactive, solution-oriented approach.
- Monitor service performance through KPIs.

### Who we are looking for

We are seeking a professional with **solid, at least 10 years' experience** in a similar role.

A degree in **Economics, Management Engineering, or related disciplines** is required. The ideal candidate is recognized for strong charisma and leadership, with the ability to lead and motivate teams and to interact positively and proactively with other business functions.

### In particular

- Strong leadership and team motivation skills
- Excellent knowledge of customer service, sales, and supply chain processes
- Experience using CRM systems and SAP
- Excellent interpersonal skills, empathy, active listening, and problem-solving abilities
- Fluent English; additional languages (Spanish, Italian, French) are appreciated
- Experience in the **flavour / food ingredients** industry is considered an advantage

### Why join us

- Strategic role in an international environment
- Collaboration with top management
- Opportunities for professional growth and development
- Competitive compensation package

### Location

Concorezzo – Lombardia – Italy

### Contact

HR.it@nactarome.com

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### NACTAROME S.P.A.

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