

Manager Commercial Affairs- Interim



Entrepreneurial – Result driven – People manager

Aqualectra is the utility company of Curaçao that produces and distributes water and electricity to more than 80,000 households and companies. As one of the largest companies in Curaçao, Aqualectra ensures the delivery of quality products and services to their customers with a strong team of dedicated employees. They also ensure the realization of an interesting and ambitious palette of innovations.

Tasks and responsibilities:

- Responsible for the turnaround management process of the commercial organization which should lead to optimal customer service, a strong corporate image, better yields and effective collection procedures.
- Responsible for the optimal management of the incoming requests by customers and coordination with the dispatch center of the technical departments.
- Responsible for setting up and implementing a new, innovative and digital customer service.
- Responsible for the automation and optimization of the billing, collection and administrative processes, also considering the introduction of smart meters.
- Responsible for the optimal management and coaching of a team of department heads and operational coordinators, so that the flow of incoming customer requests can be handled correctly and more efficiently (for example through traffic reduction or process improvements).
- Member of the Management Board and reports to the Executive Board.

Profile of suitable candidate:

- Master's in Business Administration and/or Marketing Management and/or Business Economics.
- Proven successes with improvement processes, specifically regarding digitization processes.
- Preferably knowledge of commercial and technical processes within utility companies.
- Strong knowledge and experience with IT, service concepts and stakeholder management.
- Organizational sensitive, data driven and decisive.
- Strong communications skills, pioneer, creative and persistent.

Your application:

The application procedure will be carried out exclusively by Van Loon Recruitment. For more information about the position, please contact Omar van Loon (+5999-6705899) or visit our website. If you are interested, please send your CV with motivation letter to omar@vanloonrecruitment.com before 4th of April 2023. Your application will be managed discreetly.