



# We are Hiring!

Virtus Lending LLC is a Non-Banking Financial Institution (NBFI) licensed by the Central Bank of the Republic of Kosovo. We offer loans and financial leasing for purchasing used cars without any restriction on make, model and year of production!. In order to expand the activity in the car financing market, Virtus Lending LLC is looking for qualified candidates for the position of "Customer Service Manager".



## Customer Service Manager



### Job Duties and Responsibilities

Customer Service Manager oversees daily operations, processes client's leasing and loan applications and provides customer services by adherence of company's policies and legal requirements. Manage CS representatives working in Virtus Lending Branches throughout Kosovo as well as oversee the whole approval cycle process.



### Required Competencies

- Experience in a managerial position.
- Experience in managing various CS projects such as: Inbound ( Phone Calls, social media, chat, e-mails) and Outbound (sales projects, acquisition actions, Creative sales Ideas) communication, quality control team management;
- Marketing and data driven person with innovative edge in new marketing campaign ideas and product expansion;
- Experience in workforce management using external or self-devoted tools;
- Experience in HR issue handling, including recruiting, training, and development;
- Experience in business intelligence use, including develop and implement CS KPI's metrics;
- Experience in developing and improving full customer journey, reporting, and producing cost inputs for the business plan;
- Knowledge of Microsoft Office programs (including Power BI);
- Preferably: holder of a mindset where technological tools are replaced by manual job in the CS workflow;
- Good command of English language is a must;
- Bring a smiley face at workplace;



### We Offer:

- Competitive salary, performance benefits on top of it.
- Professional team and dynamic atmosphere.
- Great opportunity to be part of an innovative company in the process of expansion in the Kosovo market and beyond.



### How to apply:

Send your CV to [hr@virtuslending.com](mailto:hr@virtuslending.com) no later than August 5, 2022. Please refer in the e-mail subject the title of the position you are applying for, e.g. "Customer Service Manager". Only shortlisted candidates will be contacted.