



## Head of Traffic Control & Customer Service (m/f) for Central Eastern Europe

FlixBus is an innovative supplier of mobility services with headquarters in Berlin, Munich, Milan and Paris. With more than 10,000 connections, our green buses offer a modern, comfortable, and environmentally friendly way of traveling at the best prices. We are the market leader in Germany and many other European countries. Our goal is to grow on an international level and establish an extensive bus network throughout Europe, connecting large cities and small towns alike.

We want to internationalize our successful German business to Central Eastern Europe and are looking for a **Head of Traffic Control & Customer Service (m/f)** based in **Budapest, Hungary**.

### Your tasks:

- You build your own team of colleagues specialized in Traffic Control Operations and Customer Services
- You lead the established team of decision-makers responsible for coordinating personnel and vehicle deployment due to current traffic events
- You define working processes in your department and ensure that set targets are met at all times
- You are responsible for identifying further improvements in the quality, stability and automation of processes and implement solutions
- You are responsible for own projects and through these actively drive efforts towards the optimization of processes

### Your profile:

- 3 to 5 years of experience in the area of transportation/operations management or similar fields
- Professional experience in the disposition of driving personnel and vehicles
- Self-reliance, consistency, and reliability; leadership experience is a great plus
- Pro-active personality with high social and communication skills
- Flexible commitment in shift work 24/7
- Native Hungarian speaker, fluency in English and/or German
- Other European languages are a plus (especially related languages such as Slovakian/Croatian/Romanian)

### Our offer:

- You'll recruit a team in and for Budapest. For the initial training period of 3-5 months you and your team will have the chance to go to Berlin and experience our vibes first-hand
- You will have the full responsibility for your team and the possibility to work flexibly, goal-oriented, and independently
- The once in a lifetime chance to participate in the development of the next big thing in a totally new and innovative market

If you would like to build the leader on the European bus transportation market with us, we are looking forward to receiving your application.

Please send your CV, letter of motivation and salary expectations to:

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