

## Commercial Support Team Leader

(Ref: TLCS25)

### About the job

HERACLES Group, Greece's leading company in the field of building materials and a member of Holcim, is seeking to cover the position of **Commercial Support Team Leader** for our Head Offices in Athens.

### Role & Key Accountabilities

The purpose of the role is to lead a dynamic group of professionals who support the commercial operations of the cement business line, ensuring seamless processes across various functions. In this position, you will be in charge of the team's everyday operations, manage performance, encourage cooperation with other departments, and drive improvements in commercial processes.

- Lead the Commercial Support team for the cement business line, setting clear goals, providing feedback and fostering team growth
- Oversee day-to-day operations, meeting KPIs and adhering to deadlines
- Participate in process optimization, collaborating with internal stakeholders to enhance service quality, productivity, and business performance
- Contact with internal stakeholders (Sales, Plants, Finance etc.) to align team activities with organizational goals, ensuring seamless communication and resolution of commercial issues
- Generate reports with insights on team performance, commercial trends, and key challenges for senior management
- Analyze KPIs to drive insights and improvements
- Ensure all commercial processes comply with company policies, industry regulations, and best practices
- Ensure customer service excellence, monitor feedback to improve product performance and resolve usage concerns

## Qualifications & Skills

- University degree in Business Administration or related field
- At least 5 years of experience in commercial support, operations, or a related field, including a minimum of 2 years in a team management role within a fast-paced, ideally multinational company
- Strong understanding of commercial processes, reporting, and customer service principles
- Fluent in English
- Proficient in Microsoft Office Suite, SAP knowledge will be considered a plus
- Strategic thinker balancing daily tasks and long-term goals
- Strong leadership and team management skills
- Excellent communication, analytical, and problem-solving abilities
- Maintains confidentiality and handles sensitive information with discretion and professionalism
- Thrives in a collaborative team environment, fostering strong relationships and teamwork

## The company offers:

- A unique opportunity to work for a leading player in the building industry.
- Continuous training and career growth opportunities within an international Group.

## Applications:

All applications will be treated with strict confidentiality.