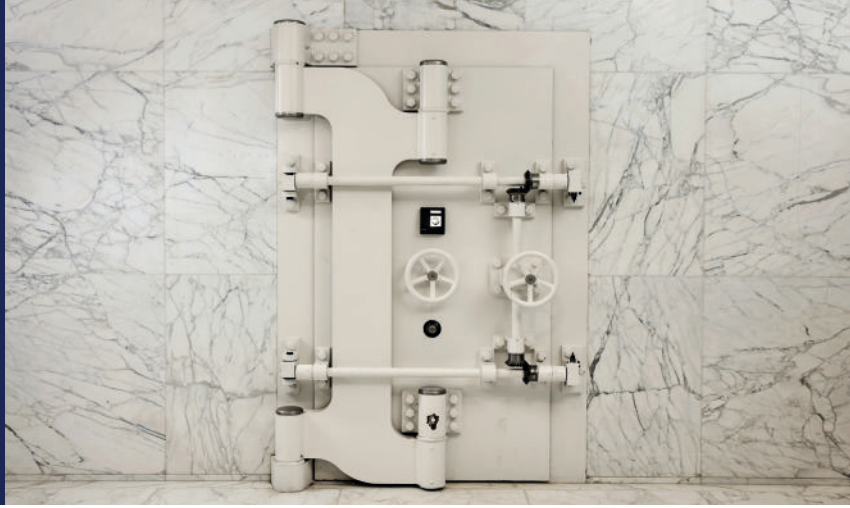


Regional Manager Germany – Ruhr Area



CitySafes is Europe's largest independent provider of safe deposit boxes, operating in more than 70 cities across four countries. We provide private and business customers with a highly secure place to store their valuables, combining personal service with high security standards.

Germany is one of our key growth markets. Over the past year, we have grown from 2 to 6 branches, with more locations opening in the coming months and the ambition to reach 20 branches by 2028.

Our culture is built around six core values: Ownership, Be Thorough, Customer Focus, Taking Care of Each Other, Be Honest and Reliable, and Joy in What We Do. They reflect how we work: we take responsibility, pay attention to what matters, put ourselves in our customers' shoes, look after each other, keep our commitments and bring positive energy to what we do.

To help build the organization behind this growth, we are looking for a Regional Manager for the Ruhr Area.

This is not a traditional Regional Manager role in an established organization. Your region will grow alongside CitySafes. Today, that means being highly hands-on: working closely with our branch teams, developing people, creating structure and helping open new locations. As we grow, your team and responsibilities will grow with us.

Your Role

As Regional Manager, you take ownership of the operational and commercial performance of the branches within your region.

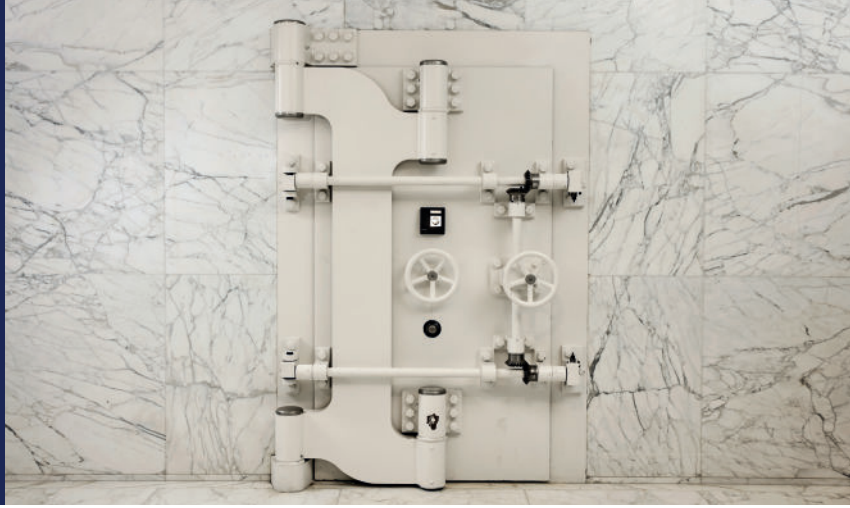
There is currently no management layer between you and our Customer Service Agents. You will work directly with the teams, coaching and developing them and ensuring that every branch consistently delivers the level of customer service, security and operational quality we expect.

You will spend approximately 80% of your time in the field, staying close to the day-to-day operation while also building a strong regional organization for the future.

What you will do:

- Lead & develop your teams: manage day-to-day operations, coach and develop Customer Service Agents, set clear expectations and conduct performance and development conversations
- Drive performance: take responsibility for operational and commercial results, customer experience and continuous improvement across your region
- Maintain high standards: ensure branches consistently follow CitySafes operational, safety and security procedures, identify risks and follow up on incidents and improvements
- Build your region: support recruitment and onboarding and help establish strong, accountable teams as new branches open
- Open new locations: work with the CitySafes Group to ensure new branches are operationally ready from day one
- Take ownership: independently organize your schedule, set priorities and act where your presence has the greatest impact
- Contribute your operational experience to projects across CitySafes Germany

Regional Manager Germany – Ruhr Area



Who we are looking for:

You are a hands-on leader who enjoys developing people while taking responsibility for results. You are people-focused, but also clear and consistent about expectations, performance and commitments.

You are comfortable working in an organization that is still developing. You don't wait for everything to be fully established: you create structure, set priorities and take ownership. You combine commercial awareness and customer focus with the ability to translate performance insights into practical improvements.

You bring:

- Minimum of 5 years of relevant professional experience in operations, retail, hospitality, services or another customer-focused or performance-driven environment
- Experience in leadership or people management; multi-site experience is a strong advantage
- A relevant higher education qualification (Hochschule, Fachhochschule, BA/BSc or comparable)
- Fluent German, both written and spoken
- Strong communication skills. English is the working language withing the Management Team, which you will be part of
- The ability to work independently and reliably
- Flexibility and genuine motivation to travel extensively. During our current growth phase, you may also support branches, new openings and onboarding elsewhere in Germany. Travel by car, train or plane and regular overnight hotel stays are part of the role.
- A valid driving license
- You are based in the Ruhr Area or within reasonable commuting distance, for example around Essen, Düsseldorf, Dortmund or Oberhausen

What we offer:

- A key role in building and developing CitySafes Germany, with a high level of autonomy and freedom to organize your own schedule
- An unlimited contract for 40 hours per week
- A company car and fuel card including private use
- 25 days of annual leave
- Laptop and mobile phone, and reimbursement of all business travel expenses
- A structured onboarding period, short communication lines and fast decision-making
- An international working environment with the opportunity to grow alongside the organization as CitySafes expands

Interested?

If you are looking for a Regional Manager role where you can build, lead and make a visible impact, we would love to hear from you.

Join us and help shape the next phase of CitySafes Germany.

You can contact us by e-mail: hr.de@citysafes.com