8997 11602 Digital Customer Interaction Professional (f/m/d) Job Title: Digital Customer Interaction Professional (f/m/d)  
  
Location: NBG M or other Siemens  DI locations in Germany  
  
Department: DI S DJ CJ  
  
Job Grade: Germany - Non-Senior Management ÜT-Kreis  
  
Mode of Employment : Permanent / Full-time  
  
Thinking industry further!  
  
Siemens Digital Industries (DI) is the innovation and technology leader in industrial automation and digitalization. Together with our partners and customers we drive Digitalization in both the discrete and the process industry, enabling flexibility, efficiency, and reduced time to market. Digital transformation paves the way for innovation, services, and new data-based business models.  
  
Making things happen  
  
DI Sales shapes the future of sales through outstanding consultation and innovative solutions in our regions for a unique customer experience. From further developing the whole Sales Organization through close collaboration between HQ and the regions – we enable and support the countries with sales excellence methodologies, tools and best practices based on a global overview. By constantly going one step further and pushing our boundaries to take the regions and their businesses to the next level where they can exceed their partners’ and customers’ expectations.  
  
What part will you play?  
  
- In this role, you will be in charge to drive customer experience and alignments across DI Automation and SW by seamlessly connecting and aligning the Sales IT systems. The focus will be on the customer’s digital journey i.e., customer facing front ends and sales capabilities (e.g., UX, eCommerce, Search, Forum, Sign-on, etc.).  
- Together with G2M experts on Automation and SW side you will define the Digital Sales Strategy and provide strategic direction to the BUs related to the digital customer journey for combined hardware, software, services and solutions buying scenarios  
- Although the role is hosted in DI Sales the scope of work is not only DI Automation. It also includes SW and representing the interests of DI Sales in Siemens wide projects like Xcelerator marketplace.  
- You will build a network within DI Automation and DI SW sales organizations and act as a change agent and ambassador to bring both sides closer together  
- Identify areas with potential for customer journey improvements, commonalities, and data consistency and drive the change needed  
- Drive evaluation, alignment, prioritization, decision making and set-up of specific improvement projects e.g., search, forum, etc. including budgets planning activities  
- As a Project Owner you will closely collaborate with IT application owners (Business and IT) to ensure implementation as well as fit to IT architecture and platform ecosystem  
  
  
What you need to make real what matters.  
  
- Bachelors' degree or high education in Engineering, Economics or IT from reputable university or college.  
- Long years of experience in sales environment with a particular knowledge on sales tools and applications, best case: CRM IT landscape, architecture, and platforms  
- Solid experience (5 years or more) in leading cross-organizational virtual teams  
- Knowledge in Marketplaces and ecommerce solutions  
- Deep knowledge about DI Automation’s and DI SW’s sales organizations and operations  
- First Leadership experience in global programs is highly desirable  
- Experience in running IT development projects in an agile approach  
- Excellent network with the relevant parts of the Siemens organization  
- A real growth Mindset with high intercultural affinity combined with an excellent communication skills –  
- High proficiency in English is a must, German is appreciated  
  
  
What we offer!  
  
- 2 to 3 days of mobile working per week as a future global standard  
- Attractive remuneration package  
- Development opportunities for both personal and professional growth  
- 30 leave days and a variety of flexible working models that allow time off for yourself and your family  
- Share matching programs to become a shareholder of Siemens AG  
- Find more benefitshere   
  
  
Individual benefits are adapted to meet local legal regulations, the requirements of different job profiles, locations, and individual preferences.  
  
Make your mark in our exciting world at Siemens.  
  
As an equal-opportunity employer We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment.Please contact us to request accommodation.   
  
www.siemens.com/careers - if you would like to find out more about jobs & careers at Siemens.  
  
FAQ - if you need further information on the application process.  
  
#disalesrampup  
#disales Business economist (university) We create what others dream of  
Curiosity, passion, creativity - there are characteristics that apply to everyone who works at Siemens. And when 385,000 of those people work together, the results become extraordinary.  
We analyze, ask questions, find solutions, test and refine. From sketches on café napkins to 3D printed prototypes, we believe brilliant ideas can come from anywhere. Our employees drive their projects forward with passion. We develop and patent more than 7,500 inventions every year all over the world. 2023-03-07 16:08:59.353000