



Senior Manager and Voice of the Customer Operations (f/m/div)*

Job description

As a member of our Customer Experience (CX) team you will work closely with CX members, IT, Sales Marketing Transformation (SMT) and internal customers to ensure we are delivering the 'best in the world' Voice of the customer insights. You will report directly to the VP of CX and take an active role in improving our customer experience organization at every level. Looking for an analytical, self-driven individual to join our innovative Voice of the Customer team. The role will focus on technology management, optimization, survey creation and project management to provide stakeholders with the ability to capture, review and identify insights that drive CX actions across the business. The successful candidate will support our VOC team by managing projects related enabling the technology and practices that enable success. Overall operational scope includes survey design, survey creation, distribution management. They will also lead the strategy, and implementation of delivering a fully optimized, customized feedback platform stakeholders throughout the business.

In your new role you will:

- **Build and lead the Infrastructure, framework, and execution of first Infineons (IFX) Voice of the Customer listening infrastructure and platform**, across Divisions in order to enhance the overall end-to-end Customer Experience using customer Insights
- **Hire, develop and mentor a team of high-performance team** ensuring performance management and growth opportunities within the organization
- Lead the strategy, roadmap execution and management of the VoC Analytics platform in order to **ensure Infineon delivers best in class insights to our internal stakeholders improving their ability to improve**
- Lead the Voice of the Customer corporate project to **manage the design, development, and delivery of listening program infrastructure as it relates to work packages assigned**
- **Provide and maintain ongoing status reports of new and ongoing projects and features** including timelines, dependencies, risks, roadblocks etc.
- **Lead the definition and requirements for end user training curriculum for technology and dashboards** with ease of use and adoption in mind
- **Manage survey design, testing and delivery of Customer experience surveys** by developing process and standards for Survey design intake, review, acceptance and monitoring for efficient workflows

Location could be Munich and Austin (Texas)

Profile

At a glance

Location:

Job ID: **315699**

Start date: **as soon as possible**

Entry level: **5+ years**

Type: **Full time**

Contract: **Permanent**

Apply to this position online by following the URL and entering the Job ID in our job search:

Job ID: **315699**
www.infineon.com/jobs

Contact

Laura Nairz

Talent Attraction Manager



You are an analytical thinker with the ability to objectively extract insights and communicate in a motivating way. You are highly self-motivated, solutions-oriented and good in proactive problem-solving. Besides that you this skills describing you in a best way: strong listening, very good written and verbal communication skills, with ability to build deep partnerships and facilitate design sessions.

You are best equipped for this task if you have:

- **A degree in Electrical Engineering, Industrial Engineering, Business Sciences or related studies**
- **At least 6 years of professional customer experience background (ideally B2B) with project management skills ideally gained in a consulting firm or CX agency**
- **Experience in direct management or cross functional management** through influence demonstrated
- Deep knowledge of **Qualtrics platform or other enterprise level survey tools** preferred
- **Extensive Voice of Customer/customer research background required;** direct experience designing and executing customer listening programs
- Intermediate knowledge of database management such as AWS and SQL
- **CXPA certified**
- **Excellent intercultural competencies.** You will be working in projects around the globe and with team members in Germany and USA
- **Excellent English communications skills** with German as an added plus

Why Us

Part of your life. Part of tomorrow.

We make life easier, safer and greener – with technology that achieves more, consumes less and is accessible to everyone. Microelectronics from Infineon is the key to a better future. Efficient use of energy, environmentally-friendly mobility and security in a connected world – we solve some of the most critical challenges that our society faces while taking a conscientious approach to the use of natural resources.

** The term gender in the sense of the General Equal Treatment Act (GETA) or other national legislation refers to the biological assignment to a gender group. At Infineon we are proud to embrace (gender) diversity, including female, male and diverse.*

