



Senior Manager Customer Experience (f/m/div)*

Job description

You want to transform the way we engage with our customers? You want to be part of an amazing team? You love change? Then this is the right place to be! We are seeking a hands-on and motivated individual to manage and optimize the (digital) Customer Experience (CX) of Infineon Power & Sensor System's (PSS) Division. Core focus of this role will be on analyzing customer needs, defining and executing improvement measures and developing & executing the division's Customer Experience strategy in collaboration with key stakeholders in and outside the division

In your new role you will:

- **Develop, refine and execute a larger customer experience strategy** for the division by getting buy-in from top management and key stakeholders
- **Analyze and understand the customer needs**, pain and gain points along the **entire customer journey**
- **Define and execute selected research projects** to understand customer requirements for across the customer journey and selected business areas
- **Leverage existing tools and data to derive conclusions** about customer requirements, pain and gain points for selected touchpoints
- **Define and share customer experience reports** regularly with top management and key stakeholders by deriving clear insights and recommendations
- **Define and execute improvement projects** (based on derived learnings) and **optimize touchpoints** based on clear priorities together with key stakeholders and business owners
- **Act as an expert for improvement projects** and provide customer perspective
- **Develop and execute a change management program** to enable customer and journey thinking in relevant business function
- **Act as customer's representative and change ambassador** and build a large network of supporters

Profile

You are digital-savvy! You see great value in digitalization and focus on customer needs. You are constantly questioning the status quo and used to fast paced environments. You are looking for a position where you can have a strategic impact on the future of our business. You are the visible model of what you expect from others and you communicate openly, clearly, and coherently. You feel comfortable in diverse, international environments, are able to pioneer new approaches, provide structure combined with agility and adaptiveness to maximize impact and be able to manage complexity.

At a glance

Location: **Munich (Germany)**
Job ID: **339453**
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: **339453**
www.infineon.com/jobs

Contact

Alina Seifried
Team Lead Talent Attraction



Beyond, you are best equipped for those tasks if you have:

- A **degree in Customer Science, Electrical Engineering, Marketing, IT** or comparable studies with focus on Customers, Data and Digital
- **At least 6 years of relevant work experience in the environment of digital marketing** as well as an **understanding of the B2B electronic industry**
- Strong **experience in strategy and process development as well as execution**, e.g. gained in a consultancy
- Strong **experience in customer experience management** and optimization with impressive track record
- Strong experience in managing **digital transformation and managing large projects**
- Ability to **communicate and align effectively across multiple business areas** (e.g., marketing, sales, finance, operations and technology)
- Ability to **manage and develop a team**
- **Fluent communication skills in English**, German as a plus

Benefits

- **Munich:** Coaching, mentoring networking possibilities; Wide range of training offers & planning of career development; International assignments; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Flexible working conditions; Home office options; Part-time work possible (also during parental leave); Sabbatical; On-site creche and kindergarden with 120 spots, open until 6pm; Holiday child care; On-site social counselling and works doctor; Health promotion programs; On-site gym, jogging paths, beachvolleyball, tennis & soccer court; On-site canteen; Private insurance offers; Wage payment in case of sick leave; Corporate pension benefits; Flexible transition into retirement ; Performance bonus; Reduced price for public transport and very own S-Bahn station; Access for wheelchairs

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.

– Power & Sensor Systems (PSS) drives leading-edge power management, sensing and data transfer capabilities –

Infineon **PSS** semiconductors play a vital role in enabling intelligent power management, smart sensitivity as well as fast and reliable data processing in an increasingly digitalized world. Our leading-edge power devices make chargers, adapters, power tools and lighting systems smarter, smaller, lighter and more energy-efficient. Our trusted sensors increase the context sensitivity of “things” and systems such as HMI, and our RF chips power fast and reliable data communication.

[Click here](#) for more information about working at PSS with interesting employee and management insights and an overview with more #PSSDreamJobs.

** 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.*

