



## Customer Logistics Pool Manager (people management responsibilities) (f/m/div)\*

### Job description

Did you know you are interacting with Infineon Technologies' products already? Our products are in your phone, your car, your computer and we help to make the world easier, safer and greener!

Located in Infineon's Dublin Office, the successful candidate will be part of the **largest customer facing supply chain management team in Europe**. The role entails being responsible for one of the teams in charge of the demand fulfillment and logistics management for a specifically assigned customer portfolio, working as an integral part of the demand creation team, within the corporate supply chain organization.

#### In your new role you will:

##### Leadership activities:

- **Manage all CLM related activities** within the respective CLM Team;
- **Plan, direct and oversee CLM-pool level operations;** allocate resources to effectively staff and accomplish business targets and results;
- Enable, coach, mentor and **develop CLM in the pool through continuous training** (skill set development), **oversee new employee onboarding** and provide career development planning and opportunities;
- **Manage and optimize the collaboration in the pool** by reviewing current processes and deploying improvement measures jointly with global/regional CLMs, other Pool Managers, CLM-Competence Center and other internal partners;
- **Define and control customer-specific target service levels** (KPIs, concepts, other SC offerings)
- Secure full compliance with Infineon's guidelines (e.g. Corporate Reporting), regional strategy, processes, operational continuity (contingency planning) and communication requirements, compensation and benefits decisions;
- Ensure **maximum supply chain performance and customer satisfaction** by ensuring timely delivery, consistent quality of services and prompt resolution of all issues through professional crisis management;
- Be the 2nd level escalation path to **address and resolve all customer specific supply chain** related items and problems;
- **Monitor and control the CLM (Pool) relevant KPIs** incl. customer (satisfaction) scorecards assigned to the pool, ensure the achievement of the CLM objectives and KPI targets set by / agreed with the CSC and DIV SC management and identify and carry out corrective actions wherever required while ensuring the proper involvement of further relevant functions (e.g. Sales);

### At a glance

Location:

Job ID: **343570**

Start date: **as soon as possible**

Entry level: **3-5 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: **343570**

[www.infineon.com/jobs](http://www.infineon.com/jobs)

### Contact

**Daniela Ferreira**

Talent Attraction Manager



#### Customer related activities:

- Gather and maintain a **detailed understanding about customers' supply chain related requirements and needs** for optimization of IFX' and customer's supply chain processes;
- **Actively build/drive relationship / communication on management level** both with customer and Infineon Operations, Sales, Marketing, Quality and Supply Chain;
- **Manage/secure the global supply/demand fulfilment and supply chain management** of the pool assigned customers under consideration of customer specific requirements and drive the optimization of the relevant supply chain processes and tools;
- Participate in the **negotiation of frame and supply chain agreements** and provide input regarding customer specific supply chain requirements;
- Actively **communicate supply chain topics with customer on management level** to balance customer requirements and IFX' capabilities;

#### Strategic tasks and CLM development:

- Identify future Supply Chain requirements to support IFX' competitiveness;
- Define, implement and control global customer-specific CLM strategy covering the whole supply chain (incl. indirect business);
- Strengthen CLM-pool focus on data-analytics: identify trend at Pool-level to drive business decisions on customer demand, demand fulfillment and Supply Chain KPIs; carry out corrective actions and ensure the proper involvement of the relevant functions;
- Analyze IFX's supply chain service levels relative to competitor's SC programs and KPI data.

## Profile

You are best equipped for this task if you have:

- Proven success and **experience in Logistics / Customer Service / Supply Chain Management;**
- 3rd level qualification in a **business or related discipline;** Supply Chain /Operations emphasis preferred;
- Fluency in **English** (German an advantage);
- Knowledge of **SAP ERP applications** an advantage;
- Proficiency with **Microsoft Office applications;**
- Detailed **understanding of supply chain** processes;
- Experience in the **semi-conductor, automotive or electronics industry** an advantage;
- Previous **experience in people management** (minimum 2 years);
- Ability to **work under pressure and to adapt quickly**, working in a dynamic business environment;
- Possess **creative problem-solving** and analytical skills;
- Able to **evaluate complex situations** and **find solutions accordingly;**
- **Effective motivator with strong written and spoken communication** skills;
- Good team player;
- **Works proactively** with a sense of urgency and attention to detail at all times;
- Entrepreneurial thinking and acting;
- Excellent planning and organizational skills;
- **Open to occasional travel** (<10 % of time).



# 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.*

