



Senior Specialist Project Office Performance, Governance and Quality

Job description

Job Description:

- Support the organizational development of Global Finance Services, including the participation in projects
- Support in preparing regular site-specific internal events (e.g. Workshops, etc.)
- Drive center-specific performance measurement, including the analysis and reporting of variances
- Assist management by delivering business insights about the key activities and trends.
- Assist in the preparation, analysis and reporting of internal customer satisfaction surveys.
- Manage the company participation in internal and external Benchmarks studies.
- Contribute to Governance topics related with process documentation, internal controls monitoring and Service Level Agreement management.
- Support on corporate projects, namely oneSAP, linked to the planned roll outs assuring the performance management related topics: safeguarding the implementation of Global KPIS in PIO, aligning with stakeholders the implementation of potential changes
- Driver for new Dashboards implementation and revision, comprising the support on the global definition and revision of Key Performance metrics aligned with GPO, Accounting operations, Local teams and MD's
- Driver of the internal reporting procures related with accounting area producing quarterly accounting reporting for accounting management team and quarterly productivity reports
- Assist the Management team upon request and providing performance information to support the decision making process
- Management of performance management topics comprising the proposal of enhancements to the metrics calculation and dashboard layout and format
- Support Service level Agreement (SLA) management related topics driving and ensuring the sustainability of a global and compliant approach
- Coordinate the company participation in internal and external Benchmarks studies ensuring data collection and availability
- Responsibility within Customer Relations area comprising the set up and preparation of the questionnaires in Infineon's survey tool, results analysis and reporting of main highlights and action items monitoring, globally
- Secure maintenance of process descriptions and handbooks ensuring that document "library" is properly maintained and updated

At a glance

Location: **Penang (Malaysia)**
Job ID: **362631**
Start date: **Sep 19, 2022**
Entry level: **3-5 years**
Type: **Full time**
Contract: **Permanent**

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Job ID: **362631**
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Profile

Job Specification:

- A very good degree in Economics, Finance, IT or other field of study
- Experience in data analysis with background in performance reporting
- Analytical and conceptual skills combined with a hands-on approach and strong planning.
- Project experience, ideally also with managing projects – experience in shared service center environment would be a plus.
- Interest in business intelligence tools and technologies that support the reporting, automation and monitoring of performance metrics - skills in reporting tools like Tableau are a plus
- Advanced knowledge in MS Office tools – particularly PowerPoint and Excel
- Great communication skills in an intercultural surrounding – in English
- Structured, self-driven and result oriented individual, even when under pressure

Why Us

Part of your life. Part of tomorrow.

Infineon is a world leader in semiconductor solutions that make life easier, safer, and greener. Our solutions for efficient energy management, smart mobility, and secure, seamless communications link the real and the digital world.

