

IT Digital Customer Engagement Manager - two-year determined contract (TM)

Descrição da função

The Digital Customer Engagement Manager is responsible for leading, managing our strategic global key client stakeholders (GUIDEs community), with complete and competitive Infrastructure solutions, accelerate business development and help to create competitive advantage as a Trusted Advisor by steering change and digital transformation. Additionally, she / he is responsible for the creation and implementation of change management strategies and improvement measurements to maximize digital adoption in regards of the usage of the Infrastructure Services (including Collaboration & Access) solutions and beyond.

- Understanding of end-to-end customer journeys and delivering excellent and engaging user experiences.
- Guide key client stakeholder through seamless onboarding, develop personalized implementation plans, and ensure successful product adoption.
- Foster trust and collaborate with key client stakeholders, becoming their trusted advisor and advocate.
- Analyzing customer data and feedback to identify trends, pain points, and opportunities for improvement
- Planning, executing, and monitoring digital campaigns to reach and engage target customers.
- Collaborating with cross-functional teams to optimize customer journeys and touchpoints
- Monitoring and reporting on key customer engagement metrics and performance indicators
- Staying abreast of industry trends, customer preferences, and emerging engagement technologies
- Identifying and implementing process improvements to streamline customer interactions
- Develop and implement a comprehensive digital engagement strategy that aligns with our overall communications and Infrastructure goals
- Representing the voice of the customer in strategic planning and decision-making processes
- Maintain clear and proactive communication with key client stakeholder, ensuring alignment and addressing any issues promptly.



Identificação da vaga
REF1829Z

Área funcional
Information Technology

Local
Timișoara

Nível de liderança
Leading Self

Modalidade de trabalho
Hybrid Job

Pessoa jurídica
Continental Automotive Romania SRL

- Developing and implementing comprehensive change management strategies to facilitate smooth transitions and adoption of new digital tools and processes.

Requisitos

- Academic degree in IT, business administration, communications or similar educational background
- Experienced user of Microsoft Office Applications, Services and Infrastructure technologies
- Experience in change management is appreciated
- Technical and process understanding regarding IT infrastructure
- Presentation skills with the ability to understand and express views clearly within a multi-disciplinary environment.
- Experience of digital transformation projects
- Excellent understanding of best practice digital design and user experience
- Excellent communications and interpersonal skills
- Customer-oriented, passionate, result driven work-style
- Ability to develop and maintain good working relationships with a range of stakeholders

O que oferecemos

What we offer:

Pay for Performance:

- Achievement Bonuses and Rewards;
- Relocation Bonus for non-Timisoara Residents;
- Recommendation Bonuses for new team members;
- Flexibility Program including flexible hours, mobile work and sabbaticals.

Wellbeing:

- Health & Wellness (Private Health Insurance, Life Insurance, Sport activities etc.);
- Different discounts (glasses, tires, medical, shopping);
- In-house restaurant & coffee corners.

Life-Long Learning:

- Technical, Soft Skills & Leadership trainings;
- Dedicated Programs and Conferences;
- Free Language Courses (English, German, French etc);
- Access to e-learning platforms;

- Career development opportunities (local and international);
- Internal development communities (Experts, Agile Community of Practice, Artificial Intelligence etc).

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Quem somos

Continental's Automotive group sector is expected to be listed as independent company "AUMOVIO" in September 2025. With ~93,000 employees worldwide and annual sales of ~€20 billion, we are entering an exciting new era.

AUMOVIO stands for highly developed electronic products and modern mobility solutions. In addition to its strong market position with innovative sensor solutions, displays, and technologically leading braking and comfort systems, AUMOVIO has significant expertise in software, architecture platforms and assistance systems for the rapidly growing future market of software-defined and autonomous vehicles. Our purpose is clear: to make future mobility safe, exciting, connected, and autonomous.