

# Head of sales operation

## Náplň práce

### Your tasks

Support the execution all of go-to market strategy for the segment build the organization able to execute segment strategic objectives. Ensure compliance with internal and external policies & procedures. Support profitable growth of the two segments in line with the segment and BA strategy.

### You ensure

#### Management and leadership

- Maintains a sound plan of the organization and proposes and implements changes in organization structure as required
- Appraises and evaluates the results of overall operations regularly and reports these results to the Customer Service head
- Ensures that organization policies are uniformly understood and properly interpreted and administered
- Reviews and approves internal policies and controls the communication of reliable management operating information

#### Business

- Safeguards committed standards of quality guidelines (internal and external), quality awareness, customer quality targets and observes customer care commitments
- Ensures feedback on customer satisfaction and escalation throughout CT BA and segment for improvements
- Plays an active leadership role in the Customer Service to promote and drive customer centricity
- Administration of distributor programs, policies including Elite, MAPP including direct customer interaction.
- Administration of rebates, commissions and special commercial terms
- All major customer communications including mailing lists, major launches, price increase notices.



ID pozície  
**REF88624I**

Pracovná oblasť  
**Marketing a predaj**

Miesto práce  
**Yang Pu Qu**

Úroveň vedenia ľudí  
**Leading People**

Flexibilita  
**Onsite Job**

Právnická osoba  
**ContiTech Holding China Co., Ltd**

- Monitoring and audit all customer annual volume, CTS, Elite and related incentive rebates.

## System Maintenance

- Customer master data management
- Administration of contracts and agreements with customers
- Manage customer masters and all content, reports in CRM salesforce.com

## Profil kandidáta

- Bachelor's degree
- 10 years professional experience in sales administration or commercial management
- Project management experience in major projects, especially in international business environment
- Leading responsibility experience min. 5 years
- At least 3 years international business experience

## Čo ponúkame

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## O nás

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transportation. In 2021, Continental generated sales of €33.8 billion and currently employs more than 190,000 people in 58 countries and markets. On October 8, 2021, the company celebrated its 150th anniversary. The ContiTech group sector develops and manufactures, for example, cross-material, environmentally friendly and intelligent products and systems for the automotive industry, railway engineering, mining, agriculture and other key industries. Guided by the vision of “smart and sustainable solutions beyond rubber,” the group sector draws on its long-standing knowledge of the industry and materials to open up new business opportunities by combining various materials with electronic components and individual services.