

# Salesforce Business Process Consultant

## 담당 업무

- Ensure measurable business value from Salesforce by governing demand, prioritization, and delivery in alignment with business strategy and customer experience goals.
- Own Salesforce business governance and roadmap shaping, ensuring standardized, scalable, and cross BA solutions across all Salesforce Clouds.
- Lead Salesforce initiatives as Business Project Manager, driving end to end delivery, successful rollout, and user adoption.
- Act as the key interface between Business and IT, translating business needs into clear requirements and enabling effective collaboration.
- Drive transparency, standardization, and continuous improvement, fostering a One Company mindset and sustainable process excellence.
  
- Business Lead for standardization of Portfolio Management Process based on a demand management tool / BMC (for all Salesforce Applications)
- Leading the governance process to decided on requested changes and evaluate if those could bring value to all BAs
- Transparent communication towards requestor about decision and potential realization time (aligned with related IT Consultant)
- Follow up on detailed collection of business requirements and technical realization in effected Salesforce Cloud- Develop and evaluate upcoming projects / enhancements for the related Salesforce roadmap to further develop the customer 360° view
- Review business needs with IT Consultant to align necessary resources (inhouse same / cross Competence Center or vendor)
- Align needs with major stakeholders regarding content and prioritization
- Align possible timing in the content of the overall Salesforce development- Initiate new projects according to the Salesforce roadmap
- Leading of projects according to ContiTech Project Management principles
- Collaboration with in-scope BA representatives / Central Functions to derive ContiTech Standards
- Successful implementation and roll out / training of enhancements / projects (new ' applications etc.)- Provide transparency on ongoing activities within Salesforce through proper communication to users (via Salesforce Business Support)
- Align Salesforce topics between clouds to identify synergies and best practices
- Support implementation and utilization of intelligent Training Tools (Copilot, OneContiTech Learning Campus)- Document requirements, processes and solution in a standardized way
- Ensure utilization of lessons learned
- Promote results from Customer Satisfaction Survey and ensure follow up of corrective measures / identified white spots



직무-아이디  
**REF95663H**

지사  
**Taguig City**

리더십 레벨  
**Leading Self**

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**Hybrid Job**

법률 고지  
**Continental Global Business Services Manila, Inc.**

## 지원자 프로필

Academic Degree in Business Administration or comparable experience through several years of practical work 5 years work experience in a multinational environment

ideally 2 years in CRM or eCommerce

ideally experience in Salesforce successful realization / participation in min. 1 global project

basic knowledge of sales / marketing processes Experience in leading by influence

Experience in leading change

Experience in interacting with Senior Management Experience in working with global teams

Intercultural Sensitivity

Communicate effectively within diverse teams

## 처우 조건

The well-being of our employees is important to us. That's why we offer exciting career prospects and support you in achieving a good work-life balance with additional benefits such as:

- Training opportunities
- Mobile and flexible working models
- Sabbaticals

and much more...

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## 기업 소개

Continental Global Business Services in Manila started in June 2012 as Veyance Technologies Inc. and was acquired by Continental AG in January 2015. On the same year, it legally changed the company name to Continental Global Business Services Manila Inc., which reflects its global presence as a full-fledged subsidiary of ContiTech Division in Continental AG.

GBS Manila is composed of five (5) main work streams, structured to make processes centralized, standardized, and in leveraged technology with the support of IT group, Continental Business Systems & RPA Competence Center.

It provides end-to-end, front-to-back services; from customer service, order management, purchasing, invoice to payment, credit and collection, full finance activities, data management, and HR services including payroll, employee benefits and talent acquisition; all built to meet its customers needs.