

S2C Platform Operations Specialist

Ihre Aufgaben

Key targets of the job profile:

Ensure sustainable and efficient operation of S2C (Source to Contract) processes and systems with the global or regional ownership of assigned scope in S2C

Drive process efficiency, compliance, and stakeholder satisfaction through continuous improvement of services, tools, and interfaces.

Provide expert consultancy and support for process optimization and tool enhancements.

Contribute to projects focused on streamlining and standardizing the source to contract process.

Dimensions/ Organization/ Magnitude:

Support the source to contract processes and systems for both Raw Material and Indirect Material globally.

630 RM contracts

7.8 bn Euro annual spend for both RM and NPM

For regional S2C Platform Operation Specialist, the scope is for the based region.

Main Tasks:

Operational activities for S2C and Region specific processes and systems:

Work as admin user and 2nd level support for the assigned solutions as business owner globally or for the assigned region

Responsible with testing for rollouts, upgrades, error corrections, developments

Contributes to the creation and maintenance of specific information in different databases as required by the data quality policy and applying corrective measures.

Monitor system performance and proposal of potential solutions/improvements ideas

Contributes in the review of support quality and takes action for ensuring quality and continuous improvement of service

Evaluate, test and implement new software applications

Process analysis, development on processes and coordinate its global/regional implementation of changes. Implement regional specifics if required (by law or imperative specific business needs)

- Drive standardization of regional and local specific processes towards the global templates

- Support audit and correction actions in S2C

- Work as admin user for the RM Global Buyer Guidebook, and responsible for maintaining the S2C relevant content in the NPM Global Buyer Guidebook

PSuite Implementation and Roll-out:



Job ID
REF96515I

Standort
Lousado

Leadership Level
Leading Self

Job Flexibilität
Onsite Job

Rechtliche Einheit
Continental - Indústria Textil do Ave, S.A.

- Project management and coordination of the Purchasing Suite solution implementation in assigned locations/regions
- Analysis of local processes and potential deviations from standard (Fit-Gap-Analysis), work out recommendation based on fit-gap-analysis result
- Implement the Purchasing Suite solution, processes and templates
- Definition and performance of system- and process tests
- Performance of user, buyer and key-user trainings
- Carry out hypercare
- Support user adoption
- Support supplier enablement
- Train the S2C operation team
- Support smooth transitioning from project to operation

Communication:

Responsible for communicating with internal customers, buyer community, IT, suppliers etc. and ensures proper understanding of business requirements

Responsible for handling of escalations and respective assignment to the right person

Coordinates activities and ensure proper communication when the issue can be resolved by third party

Work closely with other team members to ensure consistent and aligned communication across all stakeholder groups.

Training and knowledge management:

Responsible for analysis and definition of training need

Responsible for delivering trainings for different user groups and creation/maintenance of reference materials

Responsible for updating the knowledge base system and sharing knowledge

Responsible of sharing of information via customer dedicated communities

Project Activities:

Initiation and manage the new applications, processes, roll-outs or enhancements based on ongoing projects

Coordination of local teams and project management of all implementation activities according to defined planning

Responsible for assigned work packages in the projects

Responsible for leading cross-organization and cross-functions projects with global / regional impact including steering of internal resources and external service provider

Supporting on tasks job related tasks not specified above

Substitution:

Substitute for the other Regions team member in order to ensure smooth operations globally

Aligns availability during global public holidays, vacation, etc. within the global team and with Level 3 support

Continuously develop and learn additional specific or methodical skills in order to contribute to flexibility in task assignment and back-up

Ihr Profil

- University degree in the field of Economics, Supply Chain Management, Engineering, IT) or relevant experience.
- 3-5 years of relevant experience (IT technical support, Business Customer Support, Logistics, Purchasing and purchasing processes, Project management) preferably in an international company
- Participated in process improvement, system implementation, reorganization project or equivalent
- Knowledge purchasing related tools (SAP, Jaggaer modules, BI-Reporting, KYBP,...)
- Systematic troubleshooting / Problem solving
- Process Know How in RM and NPM Purchasing for the assigned area
- Project Management skills
- Change management and a digitalization mindset, openness towards innovation
- Training delivery & presentation skills
- Customer oriented attitude / good communication skills
- Independent working style and high self-motivation
- Ability to work under pressure, driving execution
- Worked in international organization preferred
- Fluent English in spoken and written (minimum B2 european level)
- Willingness to travel.

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Über uns

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