

»Maybe tomorrow our products will be the hub of social living.«

**Charlotte**

Digital Transition



## Tomorrow is our home.

See how easy it is to explore new ideas at BSH Home Appliances Group: As a leading manufacturer of home appliances, we improve people's quality of life by thinking in solutions. With our global brands Bosch, Siemens, Gaggenau and Neff as well as our local brands, we explore innovative technologies from voice recognition to artificial intelligence. As we utilize these to create new user experiences, we think, prototype, build – and keep on learning. Join us now and give your career a home.

## Service Content & Process Optimization Specialist

BSH Electrodomésticos España, S.A. | Full time |

Zaragoza

### YOUR RESPONSIBILITIES

Join our Customer Service team and you will be working in an exciting, international environment and contributing personally to the company's success. In Spain our Customer Service colleagues are located in Zaragoza.

- / Create and maintain service information within the CMS (Schema ST4).
- / Lead template adaptations based on stakeholder needs and automate repetitive tasks.
- / Manage service info requests via Jira, ensuring timely progress and coordinating with stakeholders.
- / Report new requests, identify bottlenecks, and propose process improvements with stakeholders.
- / Analyze technician feedback, address gaps, and collaborate to refine prompts and improve user satisfaction.

### YOUR BENEFITS

- / Flexible working time schemes and possibility of home office (50%).
- / Discounts in BSH home appliances and other benefits.
- / Free access to our online learning platform, including languages.
- / Subsidised food.
- / Company bus.

### YOUR PROFILE

- / Engineering degree (diverse specializations).
- / Knowledge of workflows and ticketing systems; experience with Content Management Systems. Automation/chatbots is a plus.
- / Exceptional fluency in English, both spoken and written. German is a plus.

### FURTHER INFORMATION

Please visit [bsh-group.com/career](https://bsh-group.com/career). We would love to welcome you in our team!

Find a new home for your professional ambitions:

[Apply online now](#)

BSH Electrodomésticos España, S.A is the controller of the processing and processes your personal data with the only purpose of managing your application. If you want to exercise your data protection rights, please send an email to Data-Protection-ES@bshg.com.

### BSH IS AN EQUAL OPPORTUNITY EMPLOYER

At BSH, diversity and inclusion are core values that shape our corporate culture. We appreciate everyone's uniqueness and see the diversity of our employees as key to our success. Regardless of gender, origin, religion, sexual orientation, disability, or age, we wholeheartedly welcome every single application.

Home appliances under the brands:

