

»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.

## Business Consultant - Contact Center Processes

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.

- / Analyze and improve Contact Center processes.
- / Translate business process requirements into IT demands for system implementation.
- / Collaborate with cross-functional teams for service enhancements.
- / Participate in Roll-Out of the Service Management Systems in the countries.
- / Create Business Requirements documentation and User Training documentation.

### YOUR BENEFITS

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

### YOUR PROFILE

- / University degree in Business Management, Engineering or similar.
- / Fluent in English and Spanish. German will be advantage.
- / 5-10 years of experience in international projects. Experience in post-sales service and Contact Center processes will be positive.
- / Experience with JIRA and Agile methodology; familiarity with MS Dynamics is preferred.
- / Availability to travel 25% of the time.

### FURTHER INFORMATION

Please visit [bsh-group.com/career](http://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.



SIEMENS

