

»Maybe tomorrow diversity will empower us to pioneer solutions.«

Robin

Supply Chain Europe



Tomorrow is our home.

Find out how you can enjoy, grow and perform at BSH Home Appliances Group: As a leading manufacturer of home appliances and solutions, we encourage commitment and open-mindedness among our employees. With our global brands Bosch, Siemens, Gaggenau and Neff as well as our local brands, our focus truly is on innovation. And that doesn't just apply to our products and services, but also drives the way in which we cooperate, exchange ideas and organize our teams. Everyone is invited to make their individual contribution to our overall success. Join us now and give your career a home.

Analytics & Back Office Manager (m/f/d)

BSH Elettrodomestici S.p.A. | Full time | Gross annual salary (RAL) range € 40.000 - € 50.000
Milano

YOUR RESPONSIBILITIES

We are seeking an Analytics and Back Office Manager to lead operational support in Customer Service area. You will develop KPI dashboards, steer department performance, manage partner bonus schemes, maintain pricing, and oversee administrative processes for parts and service contracts.

- / Develop and manage CS reporting, KPIs and dashboards to monitor performance, conduct gap analyses, and identify corrective measures
- / Definition of Service Partners business targets and management of related bonus scheme
- / Parts and accessories pricing maintenance in accordance with defined guidelines.
- / Lead and support the CS Back Office team on parts, accessories, finished goods, and extended service sales/delivery processes.
- / Oversee service contracts, field service order closure, partner reimbursements, and operational anti-fraud controls.

YOUR BENEFITS

- / Hybrid working
- / MBO Bonus scheme
- / Flexible benefit (welfare online platform)
- / Ticket restaurants
- / Occupational and non-occupational insurance for accidents and permanent disability

YOUR PROFILE

- / Bachelor's degree in Business Administration, Economics, Engineering, Statistics, or a related field
- / 3+ years of experience in operations, back-office management, or business/data analytics roles
- / Proven experience in guiding and coordinating operational or administrative teams.
- / Strong proficiency in data analysis tools (advanced Excel is a must)
- / Fluent English language

FURTHER INFORMATION

Please visit 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 È UN DATORE DI LAVORO CHE OFFRE PARI OPPORTUNITÀ

In BSH, la diversità e l'inclusione sono valori fondamentali che plasmano la nostra cultura aziendale. Apprezziamo l'unicità di ognuno e consideriamo la diversità dei nostri dipendenti come una chiave del nostro successo. Indipendentemente

dal genere, origine, religione, orientamento sessuale, disabilità o età, accogliamo con grande entusiasmo ogni singola candidatura..

Home appliances under the brands:

