

»Maybe tomorrow AI will be driving innovation.«

Cristina

Innovation Technology



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.

Project Manager Agentic Contact Center (m/w/d)

BSH Hausgeräte GmbH | Job-ID: 76047394 | Full time / Part time
Munich

YOUR RESPONSIBILITIES

You will work in a dynamic, international environment and contribute directly to the success of the organization.

Your responsibilities will include:

- / Lead the development and implementation of an Agentic Contact Center approach, from initial exploration through MVP development and scaling
- / Translate Customer Service business requirements into concrete and scalable AI use cases, process designs, and solution requirements
- / Identify and prioritize relevant AI use cases in close collaboration with Customer Service, country organizations, and other business functions
- / Ensure the integration of new AI capabilities into existing processes and the future Contact Center architecture
- / Manage the business case, project progress, and risks, with a clear focus on customer experience, efficiency, and measurable business value

YOUR BENEFITS

- / Remuneration and terms according to the Metal and Electrical Industry collective agreement (30 days' vacation, additional payments e.g. bonuses)
- / Flexible working models to suit your life situation (e.g., remote work, part-time, job-sharing, sabbatical)
- / Support for professional and personal development via BSH's internal Global Learning Campus
- / Attractive employer-funded occupational pension scheme

YOUR PROFILE

- / University degree, ideally in Business Administration, Business Informatics, Engineering, or a comparable field
- / Strong knowledge of Customer Service and Contact Center operations, including relevant processes and systems
- / Proven experience leading complex AI transformation projects involving multiple stakeholders
- / Strong interest in and understanding of AI and technology, combined with excellent project management, communication, and problem-solving skills
- / Fluent English is required; German is a plus

I look forward to your application.

Carina Grad (HR Contact)

ANY QUESTIONS?

Please visit bsh-group.com/career or write to us at BSH-Karriere@bshg.com. We would love to welcome you in our team!

Find a new home for your professional ambitions:

Apply online now

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:

