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# Example of Commercial Excellence Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of commercial excellence manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for commercial excellence manager

* Assist with the development, drive adoption of metrics, analytics and will interface with employees at various levels of the commercial organization, other functional areas and senior management
* Analyze, monitor and benchmark business performance against internal and external metrics
* Provide expertise and support to commercial operations with the objective of improving quality and increasing efficiency through deployment of Kaizen events, development of A3s & DIs, application of Arconic Business System & sub-systems
* Coach and train commercial employees during execution of improvement plans to help create standardized and self-sustaining continuous improvement culture across the North America commercial organization
* Provide strategic and tactical leadership for operational excellence and assume overall responsibility for process improvement for commercial functions
* Actively assist in implementation of North America Customer Software Strategy collaborating with functional and technical team leaders of the project execution team
* Guide and support automation of commercial processes in coordination with IT project teams and in alignment with existing and potential technological applications
* Facilitate enhancement and rapid adoption of e-Commerce and customer self-service tools and applications
* Aid in the development of customer service models that enhance service efficiency and customer intimacy
* Assist in developing technical competency and coordination among commercial personnel at various locations

## Qualifications for commercial excellence manager

* Project management experience - applying knowledge, skills, tools, and techniques to project activities to meet project requirements
* Fluent in English and in German is mandatory
* Willing to travel up to 75% within EMEA
* Skills in sales (management) training and sales coaching, experience in Adult Learning Principles and instructional design principles would be a strong plus
* Knowledge within the branch medical device
* Additional European language skills like French or Spanish would be a plus