



Example of Customer Engagement Job Description

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Our innovative and growing company is hiring for a customer engagement. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for customer engagement

- Respond to continuous changes in the organization to keep accurate and on-time information always available to end users
- Act as custodian of the relationship between regional procurement and supported business
- Participate in business area operational planning cycle and provide input regarding value opportunities from a procurement perspective in order to identify the maximum number of areas where procurement could work with the business to reduce cost or otherwise add value
- Develop procurement strategy to support the supported business strategy and manage execution of procurement strategy through annual planning cycle in order to ensure that targets are being achieved, correct processes are being followed, and problems are rapidly identified and mitigated
- Ensure that procurement category teams are aware of procurement strategy and have agreed resource to support delivery and clarify specific business needs for procurement stakeholders to ensure one common picture exists between both groups
- Recognised as a commercial and Procurement expert by the business providing advice and guidance to all levels
- Participate in procurement planning cycle with category teams and other CEMs to allocate procurement resources against priority value initiatives in each business
- Coordinate procurement resources to meet emergent business requirements

- Identify category strategy focus areas based on expected future business demand and ensure that these areas are accounted for by individual category strategies in order to prepare procurement to provide support for upcoming operational events and provide maximum information to businesses during planning
- Educate/inform business stakeholders on procurement activities, processes, and requirements in order to increase their motivation and ability to provide the group with the information and resources needed for effective procurement activities

Qualifications for customer engagement

- Facilitates alignment and effective AWS communication within sales team and internal/external key partners/customers and promptly resolve any conflict to encourage harmonious and productive interaction
- Minimum 5-7 years of Business, Marketing or Customer Engagement experience
- Process design - ability to recommend and design customer-impacting process improvements across complex organizations
- Organized - ability to work with multiple team members at once and keep resolution of pain points on track
- Analytical - ability to use insights from customer research and data to drive decisions around design and improvements
- 10+ years experience in RTL design and verification