

## Job: Process Specialist (f/m/d) SAP Customer Service (in-house)

We are looking for a SAP CS In-house Consultant (f/m/d) for a permanent position (direct placement) for our client on the outskirts of Karlsruhe. Especially interesting: **This position is also open for lateral entrants from the business!**

**Einsatzort:** Karlsruhe, Deutschland

**Konditionen:** flat hierarchies, home office, refreshments

**Art der Anstellung:** ■ Festanstellung

### Ihr Ansprechpartner

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### Unternehmensprofil

Our client is one of the best known names in the industry. With 7000 employees, this manufacturing group generates annual sales in the billions. The headquarters of the group is in the USA (NASDAQ-listed), but the German headquarters operates largely independently. It is represented at over 70 locations in Europe, Asia, Africa and America.

### Ihre Aufgaben

The primary focus here is clearly on understanding the process! Currently, various functionalities that were previously mapped in SAP CRM are being implemented in SAP CS. In addition, new processes are to be mapped in CS. Accordingly, this involves a mix of projects, changes, support and enhancement of the module as well as support (lowest percentage). You will also be responsible for the enhancements and roll-outs of the Global Template.

As mentioned above, understanding service processes is the core of this role. A classic consulting background as an SAP CS consultant is of course helpful here, but is not mandatory. A plan for the development of your skills will be worked out together and will be reviewed step by step.

### Ihr Anforderungsprofil

- Deep understanding of service processes
- Background as SAP CS Consultant or interest in switching from business to IT
- Travel readiness of max. 20%, e.g. one week for a productive start or two during Hyper-care phase
- Team player mentality and cross-departmental thinking
- Very good knowledge of English