

Driving decarbonization and digitalization. Together.



Specialist Sales Operations

Job description

In your new role you will:

- Plan and schedule own work typically independently to meet goals and deliverables based on general directions.
- Impact of regular and independent decision making limited to the attainment of project objectives. The job encompasses the execution of structured standard tasks in own area of responsibility, that are routine. More senior colleagues deliver close guidance and direction as well as training on-the-job.
- Customer Communication. Will be the first entry point for customer requests. Must be able to give first level response and channel the request internally
- Escalation Management: Able to execute guided escalation
- Relationship Management: Interfaces the customer different department, warranting a professional relationship.
- May attend customer meetings & calls to discuss on going topics, reviews service levels and to build relationship.
- Pricing: prepare commercial offers for customers with support of BU and account manager in SAP CRM tool.
- Sales Forecast: support Account Manager on the monthly sales forecast updates. It could be one region/a few products or few locations in S&OP tool.
- Year price Negotiation: Support Account Manager with RFQ data verification (RFQ data processing. Less complex data.
- Prepare data for Volume Price Agreements (VPA), track VPA fulfillment, adjust backlog for new pricing
- Opportunity management: Processing sample requests from the customer through ISaR; track & expedite the delivery of samples Support data entry into CRM Dynamics according guidance of FAE or AM.
- Reporting and Analysis: Simple analysis guided by supervisor by clear instructions, update of predefined reports such as RMextract_Dragon Cube_CEBIS+ Cube
- Account clearing: credit limit check, clarification of overdues and differences Prices & tax) in alignment with AM; credit & debit notes creation in ERP system
- PCN/PD: Send documents to customer if not automated.
- Contracts: coordinate between customer and internal departments on e.g. LOA, EDI, SBI,CRA logistics, NDA, settlement agreements.

At a glance

Location:

Job ID: **HRC0891862**

Start date: **Sep 05, 2024**

Entry level: **1-3 years**

Type: **Full time**

Contract: **Permanent**

Apply to this position online by following the URL and entering the Job ID in our job search. Alternatively, you can also scan the QR code with your smartphone:

Job ID: **HRC0891862**
www.infineon.com/jobs



Profile



You are best equipped for this task if you have:

- College degree or 4-5 years work experience in similar field.
- Must be able to operate, align and collaborate with cross functional and global teams.
- Must speak English. German speaking is a plus.
- Demonstrates basic customer and sales support skills.
- Service oriented attitude, good interpersonal and communication skills.
- Has a sense of responsiveness, both timely and completeness.
- Ability to drive closure with diverse personnel throughout the corporation. Individual contributor; may need close supervision.
- Applies company policies and procedures to resolve routine issues.
- Able to receive detailed instructions from their direct manager.
- Champions' customer causes to the mutual satisfaction of the customer and company. Readily accepts assigned responsibility. Follows established processes.

Benefits

- **Guadalajara:** Coaching, mentoring, networking possibilities; Wide range of training offers & planning of career development; Different career paths; Medical Coverage; Life insurance; Flexible working conditions; Afore; Performance bonus; Home Office

Why Us

#WeAreIn for driving decarbonization and digitalization.

As a global leader in semiconductor solutions in power systems and IoT, Infineon enables game-changing solutions for green and efficient energy, clean and safe mobility, as well as smart and secure IoT. Together, we drive innovation and customer success, while caring for our people and empowering them to reach ambitious goals. Be a part of making life easier, safer and greener.

Are you in?

We are on a journey to create the best Infineon for everyone.

This means we embrace diversity and inclusion and welcome everyone for who they are. At Infineon, we offer a working environment characterized by trust, openness, respect and tolerance and are committed to give all applicants and employees equal opportunities. We base our recruiting decisions on the applicant's experience and skills.

We look forward to receiving your resume, even if you do not entirely meet all the requirements of the job posting.

Please let your recruiter know if they need to pay special attention to something in order to enable your participation in the interview process.

[Click here](#) for more information about Diversity & Inclusion at Infineon.

