

B/S/H/

BSH HOME APPLIANCES GROUP



Welcome to the innovation leader in home appliances, welcome to the team!

With our products under the global brands Bosch, Siemens und Gaggenau, as well as with our local heroes and label brands, we make life easier. An international group with an annual revenue of about 13.1 billion Euros in 2016 and more than 58,000 employees, we inspire through high quality product design, resource-efficient technology and an excellent working environment. As a company of the Bosch Group, BSH offers you a wide range of career opportunities. Get ahead with your career – think ahead with us.

Strengthen our team in Midrand as

Customer Service Business Development Manager m/f *Sub-Saharan Africa (SSA)*

YOUR TASKS represent BSH in Africa and create strategic relationships with distributors to develop and improve BSH-related customer service operations • act as a brand ambassador and educate clients throughout SSA on how to represent the BSH customer service operations • ensure service activities within Africa are aligned to BSH operating principles in order to encourage that SSA customer service becomes the benchmark in Africa • assist with workshop design and setup for distributors in different regions • analyse, plan and manage technical services function for African region • establish and maintain a training needs program to provide satisfactory levels of knowledge, skill, and cost-effective repairs for the key partners in the regions • promote the strength of the BSH brands as well as the sale of BSH accessories and parts within Africa • ensure effective marketing and sale of labour, parts, upgrades, subcontracted services and other value-added products and services currently offered by BSH • understand BSH's goals and purposes so that a continuous enhancement in the company's performance is achieved • continuously consult with product management on new models to ensure the various customer service operations are trained and ready to provide the required customer service feedback • supply the product department with competitive knowledge and market information that would give BSH the advantage • work with technical staff and other internal colleagues to meet clients' needs

YOUR PROFILE degree or diploma in business development or a related field • at least two years' experience in a similar position • technical skills, knowledge and experience in the home appliance industry • strong relationship management, organizational and project management skills • relevant and up-to-date knowledge of consumer and trade practices for the SSA region • MS Office skills essential; SAP skills advantageous • excellent French language proficiency crucial; African languages beneficial • superior communication/interpersonal skills, both internal and client-facing • ability to work alone but also in cooperation with a variety of internal teams as well as to understand and implement the BSH service model in African countries • valid passport and South African work permit • driver's license • ability and willingness to travel frequently within Africa

CURIIOUS? Please send your application (CV with cover letter) via e-mail to Thokozani Makhubela: thokozani.makhubela@bshg.com. For more information, please visit our website. We are looking forward to getting to know you.

career.bsh-group.com



Home appliances under the brands



BOSCH

SIEMENS

GAGGENAU