

## SUCCESS IS CREATED BY PEOPLE, NOT DEPARTMENTS. SHARE YOUR PASSION.

With its brands BMW, MINI and Rolls-Royce the BMW Group is one of the world's most successful premium manufacturers of automobiles and motorcycles as well as a provider of premium services for individual mobility. The engine for the intensity and attraction of our products and services is the passion of our employees.

### TNR Support Manager (f/m/x)

#### What awaits you?

- You support the implementation of direct sales, THE NEW RETAIL, as TNR Support Manager for the 9 affected markets of the region Central-Southeastern Europe.
- In this function you are responsible for setting up the hyper-care and support structures for the C1-CS markets, providing seamless and efficient customer-orientated support workflows and structures.
- You act as the main counterpart for all C1-CS markets regarding hyper-care and TNR support topics, manage support escalations in cooperation with the responsible line functions in BMW AG HQ. In that context you are the main counterpart managing all defects, secure that they are properly addressed and resolved in due time.
- You coordinate the local control center and secure the information flow between all relevant stakeholders, central BMW AG COCs, the TNR project initiative, the C1-CS stakeholder, the C1-CS markets, and the respective retailer agents in the markets.
- You manage support-related communication and training/knowledge solutions (BDC, agents master users and staff, internal sub-regional CS HQ and NSCs).
- You monitor the local C1-CS/-market support performance and derive measures for improvements.
- You identify and drive the realization of C1-CS/-markets synergy potentials.

#### What you should bring along?

- Broad Experience in the Sales and Sales Funnel area and strong understanding of Business and IT processes, including direct sales.
- Solution-orientated, hands on and self-driven attitude with excellent communication and analytical skills.
- Team spirit and a high level of motivation to work in the TNR project.
- Project management skills to steer complex projects in an international environment.
- Fluent Business English, German is an advantage.

#### What do we offer you at Campus Salzburg?

With us, you are guaranteed to find challenging and versatile opportunities to actively shape the sustainable mobility of the future. In addition to the motivating working environment in our dynamic teams, we offer a wide range of social benefits:

- A new flexible working environment at the Campus Salzburg with a wide range of possibilities for working (e.g. mobile work, creative spaces, library or directly in the department).
- Flexible working hours without core hours.
- You have the opportunity to experience a variety of our products and test them on the road yourself.
- Our canteen offers you a selection of various discounted meals every day.
- Locally and regionally, we can offer you great discounts through partnerships with various companies (e.g. gym, metro).
- Generous parking facilities directly on the Campus Salzburg.
- Internal initiatives with various events (e.g. initiatives on Sustainability, Health- and Work Environment & Sport).

We are looking for you **as of now** and offer an **attractive salary & benefit package**. The minimum salary for this position is € 3,800 gross per month. The **actual salary** depends on the respective **qualification or professional experience**, i.e. we determine the actual amount in a personal interview. A significant **overpayment** is possible with appropriate suitability. The position is graded as FLtbd.

Are you interested? Then apply now at [www.bmwgroup.jobs/at/de](http://www.bmwgroup.jobs/at/de). We are looking forward to receiving your application.

#### Contact:

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