



## SAP CRM Consultant

Denmark

**Job reference:**DK02484

Is your mind set on CRM service and complaint management? And can you drive optimisations for a service management system to benefit our users and the business? Then apply for the job as SAP CRM Consultant at Danfoss' CF-IIC Sales & Service Solutions. You will join a highly professional IT environment, surrounding you with dedicated colleagues in a global organisation covering SAP CRM. You will be free to choose your work location among our offices in Vejle, Nordborg and Aarhus.

### **Coordinate and improve CRM service and complaint management**

Your objective is to improve CRM service and complaint processes and subsequently ensure that the improvements are communicated in a clear and concise manner to relevant units. In this way you secure that we find the best possible solution for the business and users every time. In general, you will:

- coordinate improvement initiatives and ensure alignment with the strategy
- assist the CRM team in their communication to the business units
- build relations to the process owners of CRM service and complaint management
- participate in fora relevant for the business and the process owner group

Using your ability to easily familiarise yourself with our palette of services and processes, you can also advise on improvements for the individual business processes. You can expect 10 - 20 travel days a year in relation to e.g. work shops, visits to other sites, etc.

### **Sound coordination skills and experience with a service management system**

Your theoretical background is not as important as your background within service management and complaint handling. Preferably, you also have some years' experience with SAP or another service management system, e.g. Navision or Oracle. On a personal level, you are known for your drive and ability to motivate yourself although you are being supervised. As you will be keeping a rein on many simultaneous processes and tasks, you need solid coordination skills and the ability to maintain a comprehensive view. Being a skilled communicator allows you to plainly disseminate messages to managers and colleagues of various cultural backgrounds. This also calls for solid language skills in written and spoken English.

### **For further information about the position,**

please contact IT Director, Bent Schultz at +45 4030 7055.

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*Danfoss A/S is one of Denmark's largest industrial companies. We have an annual turnover of around DKK 22 billion, and have around 26,000 employees worldwide. We provide solutions within Climate and*

*Energy, a sector we see as a major driving force in the future world economy. We show leadership in business through reliability, excellence and innovation. No matter where you find yourself at Danfoss, the customer is at the center. Our work reflects our corporate behavior; trustworthy, innovative, global, with respect for local cultures and constantly working towards sustainable results.*

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