

As a Solutions Development Manager you provide your expertise to build solutions from our customer experience (CXM), trust and safety (TnS) and/or digital (DX) portfolio offerings through the coordination with cross functional teams who provide inputs for new logos, growth to existing, renewals, and change orders. You ensure these agreed upon solutions requirements are aligned and documented following defined solutioning protocols and processes and are responsible for translating these requirements into the applicable contractual format (e.g. statement of work (SOW)).

Key responsibilities

- Coordinate inputs from cross functional teams to build a solution to fulfill customer requirements
- Provide solutions expertise during the sales lifecycle
- Document agreed upon solutions requirements
- Oversee the translation on solutions requirements to the applicable contractual format - e.g. statement of work (SOW)
- Support continuous improvements initiatives to increase automation, reduce time to deliver solutions, etc
- Works independently, owns low to high complexity opportunities as primary

Core competencies

- Focusing on customers,
- Knowing organization,
- Managing self-development,
- Giving support

Functional competencies

- Advanced knowledge of customer experience and trust and safety business from a solution and commercial perspective
- Advanced knowledge of solutions coordination and development
- Demonstrated experience working in cross functional team and management of stakeholders, including executives/C-Suite
- Advanced knowledge of project management principles
- Proficiency in German language

Qualifications

- 7+ years of work experience, preferably in Solutions, Consulting in BPO environment
- Bachelor's degree in Business Administration, Finance or related career preferable; or equivalent work experience

Join our team and apply now!

LINK:

<https://jobs.telusinternational.com/careers/Pipelinedetails?pipelineId=54963&source=LINK+Group&tags=link+group>