

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 under guidance of Sr. Consultant/Sr. Manager as secondary support for mid to high complexity opportunities; owns lower complexity opportunities as primary.

Core competencies

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

Functional competencies

- Broad knowledge of customer experience and trust and safety business
- Knowledge of solutions coordination and development
- Solid management of stakeholders
- General knowledge of project management principles
- General experience working in cross functional team and management of mid-level stakeholders.
- Proficiency in German language

Qualifications

- 5+ 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=54962&source=LINK+Group&tags=link+group>