



Global Customer Support Specialist (m/f/d)

Basic Info

Location **Heidelberg, Baden-
Wurttemberg, Germany**

Job type **Full-Time**

Contract **Regular/Permanent**

Join ABB and work in a team that is dedicated to creating a future where innovative digital technologies allow greater access to cleaner energy.

In this role, you can look forward to performing a wide range of challenging tasks centered around customer support within the segment of Smart Buildings. Displaying professional insight and entrepreneurial vision, you will serve our customers in a professional way. Do you have a keen understanding of customer needs and how to engage with your target groups? Welcome to ABB.

Your responsibilities

- Daily level 3 support in the product group Building and Home Automation Solutions towards the country support organizations
- Collaborate with the Product Group to find the best solution for the customer
- Organization and maintenance of an online community
- Functional further development of the community with agreement of the platform operator
- Analytical evaluation of the community for the respective division
- Networking and integration of concepts like eCommerce, configurators, knowledge database, R&D, sales service, technical documentation etc.

- Crisis communication & moderator supervision/training
- Quality assurance and A/B tests
- Coordination with the legal department, including data protection

Your background

- At least 3 years experience in customer contact and sales service
- Technical background in Building Automation systems
- Knowledge of user psychology, motivation
- Web 2-0 Affinity
- Trend awareness
- Training Competence
- Advantage: Ideally certified in agile project management (SCRUM) and experience in software design
- Very good english skills

More about us

Bring your very own sense of pride and purpose as you help us drive forward the Fourth Industrial Revolution – creating a sustainable future for our planet, and your career. Join ABB and harness the power of our diverse global network, as you collaborate with and learn from our world-class teams. Above all, challenge yourself every day. Let's write the future, together.

ABB is able to offer you an interesting role within a highly motivated team, together with open communication structures. On the basis of a personal, practice-oriented induction programme, you will be given the opportunity to acquire the confidence needed to work independently and self-reliantly within your assigned area. Even after the joining phase, ABB offers a wide range of individual career development opportunities and supports you in realising your career goals with targeted training measures. At ABB, as a certified family-friendly employer, you will find an attractive working environment in all phases of life - including policies for sabbaticals and home office, the ABB children's vacation camp and taking care of family members.

Interested in joining our team? We are looking forward to receiving your complete application through our online tool.

ABB AG

Your contact is: ABB PersonalDirekt
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ABB Data Privacy Statement:
<https://new.abb.com/privacy-notice/candidate>

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