

Working student eCommerce & customer experience (m/f/d)

You, as eCommerce and customer experience working student, will support the eCommerce team in CX department. The main responsibilities will cover supporting the daily operations in the eCommerce and CX department, executing market research in order to help mkt and eCom to understand the markets/customers based on briefed requirements. Besides, you will have the chance to define an independent topic to take the lead position to complete it on your own and be responsible for it.

Job designation / Field of work:

Operations

- > Support the daily operational CX & eCom projects and operational tasks
- > Keep tracking of market requests / activities
- > Assist the eCommerce and Customer Experience team members with daily tasks and ad-hoc requests
- > Preparation of presentations (incl. translation if any) for stakeholders
- > Facilitate department/team events, meetings, and workshops
- > Administrative support to agencies if needed

Market Research

- > Conduct market research in order to help CX and eCom to understand the markets/customers based on briefed requirements
- > Work closely with relevant Business Units to understand their requirements / needs
- > Create comparative studies of the findings and suggestions

Individual topic

- > Based on your interest/expertise, as well as project progress, we can define an individual topic for you to take the lead position to complete it on your own and be responsible for it.

Qualification

Education

- > You are studying in the fields of economics, business administration, business information systems, mkt or a related field

Knowledge / Functional Expertise

- > You have knowledge about eCommerce / Customer journey / Customer experience, or have already gained some working experiences, preferably in those fields
- > You have experience in the automotive or retail industry or consultancy

Key Competencies / Soft Skills

- > You have excellent communication and organizational skills as well as customer orientation
- > You are fluent in English, other European languages or Chinese are a plus
- > You have the ability to find innovative ways to solve problems
- > You have analytical and proactive problem-solving skills
- > You love working in a multicultural environment
- > You are a team player with the ability to work independently

Contact

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