



"The customer is king." Do you therefore agree that SERVICE has to be capitalized? Wonderful! And welcome to our department Marketing Management International. Acting on a strategic level, we are setting the framework for marketing of all Bernier subsidiaries. Within this department, the Customer Solutions team is responsible for improving customer retention via innovative services and solutions. As our responsibilities grow, so does our team in the near future, offering numerous possibilities for brave newcomers as well as experienced professionals to bring forward their own ideas. Come, and shape the future together with us in the Rhine metropolis **Cologne** as

## Customer Solution Manager m/f

Marketing Management International

### What you may expect

- You participate in developing the customer solution strategy for customer segment relevant customer solutions and services as well as product-related value added services
- You manage projects all over Europe (partly on-site) to deliver customer solutions which answer to actual and future requirements of our customers and global trends
- You act as an interface between client requirements and internal development resources and implement all needed processes
- You create additional value for our prioritized customer segments and the Bernier Group by developing, implementing, and controlling customer solutions
- Your overall goal is to increase customer retention and satisfaction and support our sales organization

### What distinguishes you

- You have a business-related Diploma or Master's degree with focus on marketing/sales
- You have a minimum of 2-3 years of professional experience in an international environment, preferably in a customer solution position, and gathered practical project management experience
- You are able and willing to lead international projects within an international matrix organization as well as work together with external suppliers
- You offer the ability to translate customer requirements into clearly defined customer solutions
- Your English is excellent (both verbal and written), ideally you also speak another European language (German, French)

### What we offer

The values and sustainability of a family enterprise. And anything but rigid routine processes. After all, the Bernier Group is undergoing a strategic transformation. Customer focus and digitization are top priorities for us. This is the perfect setting for undaunted doers who are fully committed when daring new things, who stick to their ideas – even when this is not easy – and in this way put their lasting mark on our company, on a national as well as international level. We offer you many additional advantages. For instance, a state-of-the-art workplace in an industrial design at Cologne's trendy Rheinau Harbor with a view of the cathedral and the Rhine, short lines of communication and decision-making, introductory training that is adjusted to you personally, a competitive salary with company pension scheme, and capital-forming benefits plus staff discounts on purchases of our expert products.

### Who we are

We are the holding company of the Bernier Group. With about 130 employees, we are managing the Europe-wide departure to the digital future and are positioning ourselves for the years to come. The Bernier Group is a financially strong, owner-operated corporation in the second generation, with approximately 60 subsidiaries all over Europe. Our core competencies are multichannel sales and the production of MRO goods, such as tools and chemical products for the automotive and industry sectors and the building trade. 9,000 people in the Bernier, Caramba, and BTI Business Units make a difference – they move us ahead. Again and again, every day.

Are you ready to tread new paths with us? Then you should waste no time and apply now. And to ensure the promptest process of your application possible, preferably by using our short **online form**, stating your salary requirements and your earliest possible start date.