

# Global Head eCommerce

Zürich

Do you want to create and drive the new, global eCommerce roadmap for a multinational logistics cooperation? Are you curious to work in a highly motivated team with the aim to bring great customer service to the organization and colleagues? Do you bring a “can do” attitude and are comfortable working with senior stakeholders and board members?

## Our Client

Our client has grown into one of the world's leading logistics providers. Today, they have more than 1,300 offices in over 100 countries. Our client is financially strong, stable and independent. Their global logistics network, cutting-edge IT systems, in-house expertise and excellent customer service is proof of their dedication to be the market leader. These attributes have placed them at the forefront of their industry.

## Your tasks and responsibilities

### Define

- Strategy across our client's Omni-Channel & eComm service offering – including expected financial impact and required investments and timelines, and managing the “Project Management Office (PMO)” for the strategy
- Target customer segments and verticals, and how to develop capabilities, processes, systems and the organization to close any and all gaps
- Go-to-Market positioning and launch of Omni-eComm product, in phases, from the Minimum Viable Product (MVP) to the full launch, by geography / sector / route, and all the associated documentation, marketing and literature, both internal and external
- Further development roadmap to expand offering continuously
- IS requirements and the roadmap to support all product development activities

### Provide

- Senior Leadership of the overall strategy, internally and externally
- Expertise and knowledge of the Omni-eComm market and customers globally
- Clear direction, governance and management of all activities and initiatives that relate to Omni-eComm across all Business Units
- Support to all Business Units and local teams in developing their respective go-to-market plans
- Support to all Business Units and local teams in meetings at senior level and workshops with customers
- Support to all Business Units and local teams in developing solutions for selected customer opportunities
- Facilitation on best practice know-how transfer across the business for deployment, training and support
- Input on customers and target setting for regions, countries and Business Development teams
- Guidance on selection of local experts, including local/regional Subject Matter Expert – Teams

#### Review

- Strategies and plans across each Business Unit/vertical, teams, etc.
- Global/other large proposals being developed and submitted to customers
- Solutions being developed to meet the needs of each of the Omni-eComm service components
- The results and progress of the Business Unit, regional and local plans and projects
- Progress on actions agreed to improve the growth and penetration of the service components
- New customer proposals to assure the defined service takes into account the best practice

#### Liaise

- With global Sales and Business Development organizations in Corporate, in the Business Units and countries
- With global IT and IS teams
- With other departments, such as Engineering and Solutions teams, Finance, Real Estate and HR, to ensure the successful development of the strategy

#### Your skills and experience

- Minimum Bachelor's Degree in Economics, Logistics, Supply Chain-Management, IT or Engineering
- MBA, Master or equivalent preferred
- Leadership and international experience of at least 5 years
- Project Management experience of at least 10 years
- Strong communication and change management skills
- Perform well in a team
- Fluent in English
- Willingness to travel extensively and at short notice