



**THIRST  
FOR  
GREAT**  
Great people  
Great brands  
Great moments

Carlsberg Group Supply Chain

## Sales Back Office Business Expert / Specialist

**The world outside requires deeper, faster and better processes and information** and internally we require a greater degree of standardisation and consistency of reporting and master data across the organisation to obtain an efficient backbone.

**Carlsberg is adopting standardisation strategies** to achieve transparency and synergies both globally and cross functionally. In order to proceed with this, Carlsberg has established the Business Standardisation Program (BSP1) with the mission to define and drive the implementation of Carlsberg "Best Practise" within master data, business processes and reporting across the main functional areas: Sales, Planning, Procurement, Production, Logistics and Finance, supported by a common IT platform. The programme is a centrally driven large scale pan-European programme strongly supported by local companies and involves up to +250 people throughout the Carlsberg Group.

**We offer an exciting and developing position** in an international environment where you will be working with colleagues from across the Globe. We are Copenhagen-based and the position will require some travelling. You will support the Business Process Manager for Sales to drive the progress of the Business Standardisation Programme.

### Position in brief

Together with the Business Process Manager for Sales, you will ask the right questions and show understanding of the business needs, as well as ensuring that the standards are kept. You will be responsible for:

- Support on driving the standardisation within your area
- Business requirements gathering and evaluation
- Evaluating Change Requests
- Reviewing and developing training material
- Update and maintain requirement log, documentation and process flows
- Providing business guidance during test

### Competencies

You come with a background in sales, preferable as a manager of telesales function or from a role as Subject Matter Expert or Process Owner for one or more Sales processes. From your previous work you have 3-5 years of user experience with SAP CRM/ECC, especially in the order process i.e.;

- Telesales
- Call list generation
- Standard order and return flow
- EDI
- Consignment
- Campaign planning in CRM

### Personal qualifications:

As a person you need to be outgoing, thorough and quality minded. You also need to be deadline-conscious and proactive in order to achieve. To be successful in the position you also possess the following qualifications:

- Work in a structured way
- Solution and goal oriented
- Good communication and presentation skills
- Not afraid of taking decisions and sticking to them

- Ability to interact with different organisational levels and cultures
- Ability to interact with stakeholders/decision makers
- Ability to plan and structure activities and ability to execute according to the plan

Your strong business understanding enables you to combine commercial knowledge with Carlsberg's whole value chain. You are able to make relations at strategic and operational level and show good understanding of working in an international organisation. In your communication you present yourself with great personal power, action orientation, trustworthiness and motivation. You are fluent in English, in writing as well as verbally.

**For more information about the position** please contact Business Process Manager Jesper Dam on +45 2075 2363. Deadline for applying for the position is Sunday, 24 March 2013.

*Carlsberg is one of the leading brewing groups in the world, with a large portfolio of beer and soft drink brands. Its flagship brand, Carlsberg, is one of the fastest growing and most well-known beer brands in the world. Over 31,000 people work for Carlsberg at its 91 local production sites in 47 countries and its products are sold in over 150 markets. In 2004, Carlsberg sold 92 million hectolitres of beer, which breaks down to roughly 74 million bottles of beer per day.*

Read more on [www.carlsberg.com/info](http://www.carlsberg.com/info)

<b>Application deadline:</b>	24 March 2013
<b>Working hours:</b>	Full-time
<b>Working days:</b>	Day
<b>Location:</b>	Copenhagen
<b>Contacts:</b>	Jesper Dam Mobile: +45 20752363
<b>Home page:</b>	<a href="http://www.carlsberggroup.com">http://www.carlsberggroup.com</a>

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