

# Group Manager Business Operations

Business Operations consists of almost 90 engaged employees based in Switzerland who deliver excellent support to our customers. We are constantly optimising our services and cost level. Your key focus within Business Operations is to ensure efficiency and quality of the sales back-office operations of our B2B business. In addition, you will guide and develop your teams in a transforming business environment. Your customer-orientation and drive for continuous improvement will make you a trusted partner to other departments.

## What we give:

You collaborate with highly motivated colleagues in the management team of business operations to be a trusted business partner to sales and customers. You have the operational and leadership responsibility for order intake, contract management (maintenance, lease) and invoicing of our B2B customers. As Group Manager you are supported by two team leaders and you will directly lead a small team of business support professionals. The close collaboration with the Sales, Marketing, Service and Finance management as well as the participation in local and European projects will complete the range of duty.

## What we ask:

We are looking for a committed and inspiring manager with a "Can Do" mentality. Someone who embraces change and at the same time secures the daily operations. A leader who can motivate and develop others, who is customer oriented and has a clear focus on business outcomes.

## You will need:

- Educational background in business administration and further educations
- Broad experience in the offer-to-cash value chain and supporting ERP-systems
- Several years experience in leading an operations department and managing team leaders
- Proven experience in managing change and continuous improvement
- Good understanding of services and solutions business is highly preferred
- Experience in working in a matrix organisation
- Excellent German skills are a must, fluent in English and ideally in French

## Interested?

Apply online at: [www.canon.ch/jobs](http://www.canon.ch/jobs)

Nathalie Tschannen, HR Business Partner  
Canon (Schweiz) AG

(We only accept directly submitted applications)



Canon is the world's best imaging company – driven to enrich people's lives and businesses with innovative products and smart digital solutions. Today we are a truly global brand, constantly challenging ourselves to find new ways of adding value through our growing portfolio of services and solutions. Across the EMEA region, we employ 18,000 people. Together we work in a respectful yet ambitious environment – collaborating to achieve the exceptional for our customers and always honouring our corporate philosophy of Kyosei, 'to live and work together for the common good'.

Expect the exceptional