



Communication Process Expert

Soort functie: Freelancer en vaste medewerker **Locatie:** Brussels
Duur: long term **Referentie:** 202209603

Omschrijving:

Our Customer in the telecom business is looking for a Communication Process Expert.

RESPONSIBILITIES:

As part of the Communication team, the mission is to help transform and digitalize all the communications in a customer-oriented way. This will be facilitated by bridging communication business requirements with development teams, also keeping a clear business perspective in the implementation of digital communication solutions. The migration towards a new Digital Communication Platform should further enable this.

GOALS OF THE FUNCTION

- Understand the business logic of communication-related projects and requests, to optimally translate them in concrete solution designs, with focus on the new Digital Communication Platform
- Ensure the best implementation plan possible in order to respect this business logic in the communication flows
- Facilitate the bridging between business and technical teams, always keeping the business point of view and customer orientation at the center of technical developments.

EXPECTED RESULTS - RESPONSIBILITIES

Responsibility 1:

Ensure an optimal follow-up of projects as well as day-to-day requests in the domain of customer communications for optimal end-to-end implementation, up to operations within the (new) Digital Communication Platform.

Responsibility 2:

Translate Business requirements into digital communication solutions, knowing the potential offered by the solution architecture.

Responsibility 3:

Participate to the testing and monitoring of the implemented solution, to check the final quality of delivery end-to-end.

Responsibility 4:

Measure the customer experience behind the solution design, analyze impacts of operational issues, and ensure solution implementation.

Responsibility 5:

Special focus point: Take a leading role, together with the communications team in the clean-up and migration of existing templates from the present to the new Digital Communication Platform, in line with the prioritized roadmap

Vereisten:

MOST IMPORTANT SKILLS

- Customer orientation
- Able to work independently
- Experience in Agile & scrum methodology
- Stress resistant
- Organized and rigorous
- Clear communication
- Team player, incl. cross-dept relations

- Persuasive / assertive
- Proactive – driving spirit
- Result-driven

EDUCATION

Higher education degree in (digital) CRM, communication/marketing

PROFESSIONAL EXPERIENCE

4-5 years in CRM, digital communication/marketing projects or processes

MOST IMPORTANT INTERNAL CONTACTS

Communication team members and manager, Project teams, IT & development teams, Com implementation team, Web team, etc.

MOST IMPORTANT EXTERNAL CONTACTS

Indirectly : Customers

LANGUAGES

NL Native or Excellent

FR Native or Excellent

EN Very good (written and spoken)

Start: 2022-08-07 22:00:00