

Business Development Leader (Service Training Center)

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Company: Schneider Electric

Location: Thailand

Category: other-general

Do you dream of working in a company that is driven by a meaningful purpose? An inclusive company that empowers you to do your best and be innovative? We are looking for Business Development Leader (Services Training Center) to make an impact! At Schneider Electric, we believe access to energy and digital is a basic human right. We empower all to do more with less, ensuring Life Is On everywhere, for everyone, at every moment. We provide energy and automation digital solutions for efficiency and sustainability. Mission Contribute to build best in class Projects & Services Operations team for our customers & partners and develop Customer Training as a profitable business and a pull-through for SE offers. The Business Development Leader is responsible for technical training delivery to the End users and certification and qualification of the SE Field Service Representatives, EcoExperts and Certified Subcontractors. Manages the daily operations of training and quality assurance for training programs to ensure effective and efficient operations. You will ensure that training resources are developed, implemented, utilized, and evaluated, the training documentation is up to date, equipment necessary for the learning is available for the training purposes. In addition, you will ensure that policies, procedures, and standards are followed and maintained. As the Leader, you will be working with the Field Services Operations and Business VPs and Services Business VPs will also align the execution training resources especially the training capacity of the training center with respect of the requirements dedicated to number of competencies to be trained. The TCM will communicate training needs proactively with Field services operations, anticipate customer's training related needs, and develop integrated training solutions. You are required to maintain an effective level of business

literacy about strategic plans, culture, and competition and provide general operational oversight and supervision for training center locations. You will be playing an important role in transformation training delivery approach – Classroom to Hybrid to more futuristic approach, embedding people management KPI managing team and alignment on the responsibility of zone operation leader & training manager on training need input. Also, develop customer training business to better address our customer needs, be the 'vitrine' of SE and a pull-through for the whole SE portfolio. Evolve the Academy from a cost centre to a profitable P&L, being in charge of the P&L of the Training centre. Ensure the support in the new training scope creation with the support of Trainers/Subject Matter Experts (SMEs) Reports solid line to GCP&SO Global Academy Director. What will you do? Ensure full leverage of the global training center to certify and qualify the SE Field Service Representatives. Implement the customer training business strategy, business plan, offer, commercial policy and pricing, actively participate on Training business development with End users. Ensure full leverage of the global training center to certify and qualify Ecoxperts and sub-contractors based on the Make or Buy policy. Ensure full leverage of the global training center to certify and qualify the SE Field Service Representatives. Ensure lean field execution through annual training and competencies plans discussed and agreed with Zone Operations Leaders and Business VPs. Continuously improve the learning offer and capability, leveraging new technologies & innovations. Digitize training : Learning anticipation , Dematerialization, Live Field Support, propose the training center strategy and future evolution. L2 Support - Ensure technical support escalations from countries and respond in shortest possible lead time & ensure professional L2 report quality. Safety - 0 Safety incident, Implement 5S in training center to improve safety & Drive FSR DNA. Ensure Safety (Uniform and PPE mandatory) & branding On customer site with no deviation. Digital Transformation for FSR Digital tools: Ensure all training are performed with FSR digital tools (ServiceMaxGo/Enablon/BFS/TIPI/Clocking/Onsite/IB tracking ...). Training center Promotion - Promote Training center in APAC region with GAC, RAC, HUB management. Setup newly launched products and ensure operational for training. Responsibility for the P&L of the training center, making happen the transformation from costs center to P&L center. What qualifications will make you successful? University Master Degree (Engineering or Business). Another language will be valuable. Solid experience in customer project and or services business environment. Sales / business development experience OR Learning & development experience are a plus. Entrepreneurial, capacity to structure a business strategy & give direction. Change

management abilities and process driven approach with a continuous improvement mindset. Ability to understand and influence complex matrix organisation, convince stakeholders, peers, team members. Strong presentation & communication, effective in a cross cultural environment to foster collaboration. What's in it for me? Global family leave Comprehensive medical coverage for employee and dependents Worldwide Employee Stock Ownership ...and more! Let us learn about you! Apply today.

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