

Head of CST - China South Region

Náplň práce

The Head of CST - China South Region is responsible for leading a team of CSTs, driving customer-centric strategies across multiple accounts or regions. This role ensures the execution of customer strategies in alignment with business areas, fosters growth opportunities, and maintains high standards of customer engagement. The position acts as the main business driver, orchestrating cross-functional collaboration and leveraging team strengths for optimal results. Additionally, the Head of CST - China South Region is co-accountable together with BA, for all commercial aspects related to these customers—including pricing, contract management, negotiation, profitability, and fully accountable of all “company to company” matters such as agreements, terms, and risk management—ensuring the commercial relationship is managed to the highest standard.

1. Account Strategy

- Ownership for steering, approving, aligning, and driving the implementation of customer strategies across the CST group.
- Aligns group strategy with business areas and initiates cross-business synergy, including innovation management.
- Approves definitions of customer strategies provided by CSTs.
- Drives identification of new business opportunities and innovation.
- Coordinates marketing, communication, and events action plans.

2. Acquisition of Business & Commercial Management

- Challenges, guides, and supports CSTs in acquisition requirements across business areas.
- Approves customer engagement and escalation management processes.
- Leads negotiations and agreements with customers, ensuring sustainability and commercial improvement.
- Manages risk mitigation and contract harmonization.
- Responsible for all commercial aspects of customer relationships, including:
 - Pricing and margin optimization
 - Contract management and administration
 - Negotiation of terms and conditions
 - Oversight of agreements and amendments
 - Commercial dispute resolution
- Compliance with company policies and legal requirements
- Management of “company to company” matters (e.g., partnership models, joint ventures, strategic alliances)

3. Customer Relationship Management

- Sets internal guidelines for customer engagement and process improvements.
- Approves CRM rules, escalation/de-escalation management, and complaint handling.
- Develops storylines for top management meetings and customer



ID pozície
REF5960X

Pracovná oblasť
Starostlivosť o zákazníkov

Miesto práce
Guangzhou

Úroveň vedenia ľudí
Leading People

Právnická osoba
AUMOVIO Holding China Co., Ltd.

events.

- Maintains and improves customer relationships, providing clear feedback and satisfaction insights.

4. Goal Alignment & Communication

- Orchestrates goal alignment and ensures consistent internal/external communication.
- Defines and tracks goals and objectives for the CST group.
- Organizes regular sales meetings and status updates.
- Establishes and manages the “Customer Sales Community” for knowledge sharing.

5. Sales Planning & Opportunity Management

- Approves and maintains best-in-class sales planning and opportunity management practices.
- Oversees opportunity inputs, roadmap management, and training for the CST group.
- Responsible for LVPF (Light Vehicle Production Volume) planning, ensuring accurate forecasting and alignment with business objectives.

6. Administration

- Responsible for cost center and budget planning for the CST group.
- Defines and reviews KPIs, ensures compliance, and manages HR tools.

7. Team Leadership

- Guides, monitors, and develops the CST team.
- Ensures environmental, safety, and health compliance.
- Fosters a culture of collaboration, innovation, and continuous improvement.
- Manages team member performance, including decisions related to promotion, development, and termination, ensuring alignment with company policies and organizational goals.

Profil kandidáta

- 15+ years of experience in international automotive sales or related fields
- High-level negotiation and project management experience
- Existing experience in Automotive product know-how and processes
- Proven leadership experience managing teams in a multicultural environment
- Worked in international teams for minimum 8-10 years
- Working experience with diverse customers in Automotive
- Ideally professional international assignment(s) for at least 3 years
- Degree in Business Administration or Engineering
- Deep expertise in project management, sales, and account management
- Strong market intelligence and commercial acumen
- Technical knowledge of current and future product/solution offerings
- Financial acumen for budgeting, cost control, and P&L management
- Legal and compliance knowledge relevant to sales and contracts
- Expertise in contract management, commercial negotiation, and “company to company” relationship management

Čo ponúkame

Ready to take your career to the next level? The future of mobility isn't just anyone's job. Make it yours! **Join AUMOVIO. Own What's Next.**

O nás

Since its spin-off in September 2025 AUMOVIO continues the business of the former Continental group sector Automotive as an independent company. The technology and electronics company offers a wide-ranging portfolio that makes mobility safe, exciting, connected, and autonomous. This includes sensor solutions, displays, braking and comfort systems as well as comprehensive expertise in software, architecture platforms, and assistance systems for software-defined vehicles. In the fiscal year 2024 the business areas, which now belong to AUMOVIO, generated sales of 19.6 billion Euro. The company is headquartered in Frankfurt, Germany and has about 87.000 employees in more than 100 locations worldwide.