Job Description

Version	Change history	Approved by Managing Director
V01	New release	Date: 20251108

Job title: Business Operations Assistant

Level: 4 (Engineers / Masters / Bachelors)

Reporting line:

Superior: Head of Business Operations
Delegates: 0 (direct)
Cross-functional coordination with sales, service, logistics, procurement, finance, and project teams

Background information:
Location: Sindelfingen, Germany
Type: Full-Time (40 hours/week)
Department: Business Operations
Duration: 12–24 months (extension possible)

Objective of the position:

The Business Operations Assistant plays a key role in supporting FARSOON Europe's operational processes. This is a hands-on role involved in end-to-end business workflows, customer and supplier communication, cross-department coordination, and the execution of sales, service, and supply chain activities. The position serves as a central interface between customers, internal teams, and HQ in China, ensuring smooth order execution, installations, material supply, and backoffice documentation management.
The role requires fast reaction, strong ownership, independence, and proactive task management. It also offers clear growth potential toward an Operations Specialist or Operations Manager position.

Tasks of the position:

- Execute end-to-end operational processes (prospect-to-order, order-to-cash, supply chain & procurement workflows).
- Manage documentation, ERP updates, process tracking, and operational reporting.
- Maintain and improve workflow documentation and internal SOPs.
- Coordinate logistics, deliveries, customs and installation schedules with internal and external partners.
- Communicate with suppliers and HQ to follow up purchase orders, delivery timelines, and issue resolution.
- Collaborate closely with Sales, Technical Service, Supply Chain & Logistics, and Finance.

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- Ensure fast, accurate information flow and support cross-departmental operational activities.
- Support process optimization, KPI tracking, and operational improvement initiatives.
- Assist in the preparation and execution of fairs, demos, and events across Europe.

Required minimum qualification:

- Master of Business & Economics (BWL or MBA) or similar discipline, or
- Bachelor of Science and at least 3 years experiences in commercial functions
- Technical background of machines and materials, and industrial applications

Soft skills:

- Well organized, manage complexity
- Service oriented, like to help, fast and efficient
- Analytical thinking and performance driven
- Excellent communication skills
- Open, flexible, ambitious, innovative, …
- Intercultural awareness especially within Europe, sympathy for China

Further qualification:

- Beneficial to have experience in Additive Manufacturing (3D-Printing)
- Languages: German & English, another EU language beneficial, Chinese beneficial
- IT: Microsoft Office, 3D-Printing software, databases

Responsibility:

- Effective business operations and its continuous optimization

Targets and accountability:

- Reasonable short response times to customers
- Secure supply from continuous demand analysis and in order processes
- Satisfaction by customers, sales agents and internal sales and account management organization

Compensation:

- According to salary bands of level 4, and age and experiences