



VACANCY

# Global Customer Integrations Manager

## Requirements

- Over 6 years of work experience
- Background in e-commerce
- Experience with integrations (API/Web services)
- Commercial mindset
- Strategic
- Entrepreneurial

📍 Waregem 📁 Minimum of 6 years experience



**TVH is a spare part e-commerce specialist for industry, construction, and agriculture. The Global Customer Integrations Manager will lead the company's development and implementation of the customer integrations strategy. They will join a global corporation amid a digital transformation and become one of the driving forces behind its future success.**



## ABOUT THE COMPANY

# TVH

TVH delivers products and services that keep its clients' equipment running smoothly no matter where in the world they are. The company has a digital product catalog of about sixty billion spare parts and accessories for material handling, industrial vehicles, construction machinery, and agricultural equipment. TVH's product database includes parts for cooling, filtration, tires, engines, brakes, hydraulics, and fuel systems and is tailored toward dealerships, sales and service companies, and rental agencies. With its enormous catalog and same-day shipping (for over 95 percent of orders), TVH minimizes downtime and maximizes the lifespan of its customers' fleet and machinery.

**“We put a lot of effort into the development and well-being of our people. We have our own professional development center – the TVH University – and offer perks like healthy lunches, sports facilities, fruit days, and many in-house and external training courses.”**

**Dominiek Valcke, CEO**



TVH is headquartered in Waregem, Belgium, and operates from 81 branches across all continents, including a regional main office in Kansas, US. The company employs about five thousand people and reported a 2021 consolidated turnover of 1.3 billion euros. To build on its success, TVH has developed a strategy that centers around leveraging scale advantages and focusing on the customer experience. Over 85 percent of the twenty thousand orders the company processes daily are done through its online ordering system and direct customer integrations. That is a great starting point for TVH to expand and improve its digital offerings and successfully transform into a full-fledged global corporation with strong digital capabilities.





VACANCY

# Global Customer Integrations Manager

**The Global Customer Integrations (CI) Manager will become part of the team that leads TVH's omnichannel e-commerce transformation. The Global CI Manager will shape the company's strategy for customer integrations and manage the associated projects from ideation to implementation. Their objective will be to increase sales and maximize customer retention by delivering a seamless experience for each client that uses the company's customer integration services.**

'Customer integrations' is the term for all types of data exchanges between TVH and its customers via various technologies, e.g., API, EDI, FTP, and PunchOut. Integration solutions include automatic stock replenishment, direct linking of inventory and prices for web shops, and potential white-label solutions. Currently, hundreds of clients are asking for integrations. The Global CI Manager will utilize this momentum to develop, build, and scale new solutions and onboard customers.



As part of the Global CI Manager’s change management responsibilities, they will work with the regional sales and e-commerce teams to implement globalized solutions while also giving them space to optimize for their local markets. This collaboration with the regional teams will require occasional travel to build relations and ensure flawless execution. Next to the sales organization, the Global CI Manager will work with Commercial Excellence, IT, Digital Marketing, Customer Data & Digital Analytics, and external vendors. They will report to the Global Director of Digital & E-commerce and fall within the department of the Chief Growth Officer.

The Global CI Manager will manage and build a team (currently functional management of five people) and put in place an organizational structure that secures the success of customer integrations as part of TVH’s transformation. They combine strategic vision with hands-on technical, organizational, and commercial responsibilities. This creates a position well-suited for someone who does not shy away from getting into the operational details and, at the same time, can think conceptually about roadmaps, monetization options, and team set-up. ■



**Interested?** TVH is working with Top of Minds to fill this vacancy. To express your interest, please contact Hayke Tjemmes at [hayke.tjemmes@topofminds.com](mailto:hayke.tjemmes@topofminds.com).



**“The Global CI Manager will become part of our Digital Leadership Team. They can really propel us forward by leveraging their expertise to boost our digital maturity and becoming one of the leaders of our transformation.”**

**Jellert Dekeyser, Global Director of Digital & E-commerce**