



VACANCY

Omnichannel Platform Lead

Requirements

- Over 7 years of work experience
- Experienced in building and managing high-performing teams
- Experience with ecommerce stack (PIM, CMS, ERP, CRM, a/b testing and optimization, etc.)
- Project management
- Digital Transformation
- Master's degree in Economics, Science, or IT

 **Waregem**  **Minimum of 7 years experience**



TVH is a spare part specialist for industry, construction, and agriculture. The Omnichannel Platform Lead will manage the implementation and adoption of omnichannel tools and applications and optimize processes. They will join a global corporation amid a digital transformation and become one of the driving forces behind its future success.



ABOUT THE COMPANY

About 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 is implementing an omnichannel strategy that blends TVH's USP (the human touch) with digital capabilities, including new ways to interact with customers, a revamped global e-commerce platform, automated processes, and innovative services and solutions. The omnichannel strategy is critical in transforming TVH into a full-fledged global corporation with strong digital capabilities.





VACANCY

Omnichannel Platform Lead

The Omnichannel Platform Lead will become part of an entrepreneurial team at the center of TVH's digital transformation. They will drive all omnichannel technology projects and maximize the current and new applications' value. The Omnichannel Platform Lead will take on a global position within TVH. They will have Waregem as their base of operations, travel to the US occasionally, and get the freedom to adopt a hybrid work model. Additionally, the Omnichannel Platform Lead will build and lead their own team of e-Commerce specialists.

To deliver a seamless omnichannel customer experience, the Omnichannel Platform Lead will translate the digital strategy into technological requirements. TVH has already laid out the target architecture and selected most tools. The Omnichannel Platform Lead will focus on leading the rollout of new applications touching upon the omnichannel strategy and optimizing processes and workflows, leveraging their deep knowledge of tech stacks and tools. They will work with TVH's technology partners to implement end-to-end services and get the most out of the adopted technology.



Next to their technological focus, the Omnichannel Platform Lead will also drive the usage of new tools and applications across TVH. They will connect the IT and Digital Experience teams with the Marketing and Sales teams and introduce frameworks and training that increase digital maturity and support adoption. These responsibilities will require strong people and change management capabilities and the ability to navigate a corporate set-up with global and local teams.

The position asks for a seasoned tech professional who can combine operational tactics with high-level strategy. The Omnichannel Platform Lead will be encouraged to challenge the status quo throughout the organization, including senior management, based on their insights into omnichannel trends and new technological developments. By doing so, they will contribute to TVH becoming an omnichannel leader in its industry. ■



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.



“We are at the early stage of our digital transformation. Therefore, this is the perfect time for the Omnichannel Platform Lead to join us. They will help us shape our future and get all the resources they need to build an industry-leading omnichannel experience.”

Pieter Duron, Global Portfolio lead Omnichannel & e-Commerce