

Join the QIAGEN
Team!



QIAGEN is one of the world's leading biotechnology companies. With our sample to insight solutions that unlock valuable molecular information from biological samples, QIAGEN helps to improve healthcare and safeguard our societies, enables the development of new medicines and paves the way for scientific breakthroughs.

Join the revolution – and see how you can make a difference

Digital Service UX Manager - eCommerce (m/f)

Job ID #: 4703

Functional Area: E-Commerce
Employment Type: Regular Full-Time

Location: Hilden (near Duesseldorf), Germany
Duration: unlimited

Position Description

We are looking for a Digital Service UX Manager who wants to revolutionize the biotech industry with proactively engaging customers with digital offerings. Joining our newly established Digital Service team within QIAGEN's eCommerce organization you will:

- Conceptualize and design new engaging Digital Services
- Create and govern user journeys for QIAGEN's different customer types
- Collect and translate user needs into wireframes, rapid prototypes and functional requirements
- Plan, organize, and facilitate user workshops as well as user tests
- Collaborate closely with other functions such as Customer Service to identify digital service opportunities

Position Requirements

- Minimum Bachelor degree, Master's degree preferred
- Min. 5 years of experience working with eCommerce in a company or as a consultant
- Proven record of executing concepts, UX and design thinking
- Experience with developing apps, customer portals or "Internet of Things" solutions is an advantage
- Knowledge of SFDC, Hybris, Sitecore, Eloqua and/or Omniture is a plus

Personal Requirements

- Customer centric and service oriented mindset with a conceptual nature
- Commercial understanding and a passion for digital entrepreneurship
- Fluent in English, written and oral, additional language skills are a plus
- Team player with strong interpersonal collaboration and communication skills
- Enthusiastic and self-motivated with the ability to make things happen

If this interdisciplinary challenge appeals to you, you can expect a highly motivated team that is looking forward to your support! Please apply [online](#), quoting the reference number 4703, with your complete application documents as well as your earliest starting date and salary expectations.

We look forward to hearing from you!

QIAGEN | GmbH | Human Resources | QIAGEN Strasse 1 | 40724 Hilden | Germany