



## 台灣雀巢股份有限公司

### 最新職缺

職稱	說明
Assistant Co- Manufacturing Manager/ Technical Services 代工生產副理	<p>※工作內容</p> <p>Position Snapshot *Nestle Co-            Manufacturing on-site management            (Chang Hwa, Chia Yi, around central            and south Taiwan). *At least 5 year            experience in Production, Engineering            or IP position in Factory, or Co-            Manufacturing management experience            in global company. *Problem Solving &amp;            Task implementation skills *Project            Management and communication skills</p> <p>Position Summary *Responsible for            compliance on GHP and Nestle standard            of COM products *Responsible for            Nestle recipes properly managed in            COM. *Leads regular meetings with the            CoM to assess target performance            *Responsible for Nestle assets on CoM            is managed and maintained *Ensures            Stock/Inventory control &amp;            reconciliation in COM *Ensures root            causes analysis and action are            practiced by COM A day in life of            Assist Co Man Manager - Manufacturing</p>

& Engineering \*Site check for COM compliance for GHP and Nestle standard, production processes and equipment handling per QMS and SOPs. \*Operation review and discuss with COM Production Manager for output of previous day, overall production plan from demand and efficiency, observed issues from site, repair/maintenance fees and equipment problem if need. \*SAP and Pre-mix (KIT) status update from Nestle Specialist and Operator. \*Check for inventory control, reconciliation, and review production losses. \*Quality case follow up. \*Support per agreed functional for TSD and Nestle TP office To succeed in the role, the following experience and competencies will be essential [Knowledge] \*Good knowledge of the food manufacturing process, production management. \*Good knowledge of line design, maintenance management and trouble shooting of break down. \*Familiar for relevant factory systems, ERP (SAP is preferred) and adequate computer skills (Excel, Power point, Project, Visio). [Functional or Professional / Business Skills] \*Familiar activities of TPM, TQM and ISO certificate is preferred. [Language Skills] \*Good English level: Basic in speaking but good in reading and writing skill.

	<p>※工作地點：彰化縣彰化市瑞光路 399 號 8 樓及 8 樓之 1</p> <p>※工作條件限制：</p> <ol style="list-style-type: none"> <li>1. 需出差，一年累積時間未定</li> <li>2. 學歷要求：大學以上</li> <li>3. 工作經歷：5 年以上</li> </ol> <p>※薪資：經常性薪資達 4 萬元或以上</p>
<p>Customer Service Specialist/ Nespresso 電話客服專員</p>	<p>※工作內容</p> <p>Position Snapshot A Coffee Specialist is responsible for easing the Club member through lifecycle with functional, emotional and behavioral expertise, conveying this customer experience bond required by the luxury environment set by the Nespresso brand. Position Summary Act as an ambassador of the Nespresso brand in our Customer Relationship Centers. He/she is the main and privileged contact point with the customer with whom he/she is in direct contact by telephone or mail. The Coffee Specialist is responsible for taking orders, understanding and satisfying customer needs, listening, informing and proposing solutions to customer problems. A day in the life of CRC Coffee Specialist 1. B2C, B2B Inbound phone contacts</p> <ul style="list-style-type: none"> <li>• Registration of new B2C customers: welcoming, creating account, presenting the Club, issue resolution, taking the first order.</li> <li>• Taking orders: customer</li> </ul>

identification, entering up to date information in the system, taking order, checking orders in progress, reformulating order, cross- and up-selling

- Handling machine questions/issues: diagnose machine problems, solve the customer's difficulties by phone or set in motion the appropriate maintenance procedure

- Answering information requests or complaints: understand customer request/complaint, appropriately answer according to CRC Guidelines

- Ensure database integrity: continuously update customer details, efficiently use follow-ups 2. B2C, B2B Outbound phone contacts

- Execution of programs: optimize use of outbound call lists, study account details to understand customer profile, perform call according to each program's specific objectives 3. B2C, B2B Web/mail/fax contacts

- Order processing: enter or check order in system, update customer details if needed

- Answering information requests or complaints: understand customer request/complaint, use the most appropriate mail/email template to answer request or solve issue, personalize answer when needed To succeed in the role the following

	<p>experience and competencies will be essential</p> <ul style="list-style-type: none"> <li>• Experience in customer relationship centers with up market customers</li> <li>• Perfect knowledge of the languages of the countries served (verbal &amp; written)</li> <li>• Expertise in verbal communication for each type of customer (open minded, listening, understanding of customer's needs and ability to capture customer's interest)</li> <li>• Courtesy</li> <li>• Good knowledge of Microsoft Office</li> <li>• Problem identification and solving</li> <li>• Ability to multi tasks</li> <li>• Stress resilience</li> <li>• Attention to detail</li> <li>• Strong interest in our products and in coffee in particular</li> <li>• Flexibility and Willingness to work in a shift planning environment</li> </ul> <p>※工作地點：臺北市內湖區瑞光路 399 號 8 樓及 8 樓之 1 (距捷運港墘站 370 公尺)</p> <p>※工作條件限制：</p> <ol style="list-style-type: none"> <li>1. 學歷要求：專科、大學、碩士</li> <li>2. 工作經歷：3 年以上</li> <li>3. 語文條件：英文 -聽 / 中等、說 / 中等 讀 / 中等、寫 / 中等</li> </ol> <p>※薪資：經常性薪資 40,000 元以上</p>
Demand and Supply Planner/ Supply Chain Management	<p>※工作內容</p> <p>Position Snapshot *Nestle Supply Chain Management team in Taiwan Bachelor &amp;</p>

<p>供需計畫員</p>	<p>above degree *3+ years working experience in Demand Planning function, experience in FMCG industry *Familiar with diverse working environment</p> <p>Position Summary This role is a key contributor who will act as the liaison between the sales unit, business units, and manufacturers for all aspects of the demand and supply management process. A day in the life of...</p> <ul style="list-style-type: none"> <li>• Drive consensus demand plan process with commercial team (sales team, MKT) to ensure the forecast reflect the realistic demand.</li> <li>• Consistently achieve sustainable Demand Planning Accuracy (DPA) and Bias improvement. Analyze DPA failure by reason code and take action to improve DPA.</li> <li>• Generate reliable supply plan by taking all given conditions into consideration such as the capacity, labor, material, stock cover policy ect. Work with TSD to ensure the execution in Co-manufacturer according to agreed production plan.</li> <li>• Generate the purchasing plan for raw materials and packaging materials by taking all given conditions such as lead time, stock cover policy etc. Work with Purchasing team to ensure on-time delivery.</li> <li>• Establish 18-M supply planning to</li> </ul>
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review the factory capacity and find the solution for over/short capacity with TSD in WOR meeting.

- Closely follow up with Nestle producers to ensure the supply. Liaise with Producers for I&R and exception Management.

- Maintain Partnership agreement, Product Brief, and Unbundlor by request.

- Partner with the Commercial/Marketing team on the product portfolio by overseeing product launches/ rationalization/ special promotions, including communications to regulatory group and other key stakeholders.

- Set appropriate inventory target level to manage the replenishment and keep product availability at all times with high service level to internal and external customers.

- Inventory management for FG, raw material and packaging material. Analyze and pre-alert the aging risk to avoid write off.

- Identify supply risk, potential aging risk and discuss with relative parties to provide solution.

- System maintenance for demand/production/IMSP/ related transaction (New2+, APO, SAP master data, IMS link, subcontracting etc.)

What will make you successful \*Good in

	<p>communication skill and collaboration spirit. *Good command of English &amp; MS office, especially, the Excel skills.  *Good data, project management and analytical skills.  *Problem Solving, Conflict Management, Change Management skill.</p> <p>※工作地點：臺北市內湖區瑞光路 399 號 8 樓及 8 樓之 1 (距捷運港墘站 380 公尺)</p> <p>※工作條件限制：  1. 學歷要求：專科、大學、碩士  2. 工作經歷：3 年以上</p> <p>※薪資：26,000 元-30,000 元</p>
<p>Nutrition Service Specialist  營養諮詢專員 (南區) / Wyeth Nutrition</p>	<p>※工作內容</p> <p>Position Snapshot</p> <ul style="list-style-type: none"> <li>• Nestle Wyeth Nutrition Kaohsiung/Tainan</li> <li>• Bachelor' s or Master' s degree, preferably in nursing or nutrition related studies</li> <li>• 3+ years experiences in HCP engagement, product detailing, nutritional product selling</li> <li>• Diverse working environment</li> </ul> <p>Position Summary + Daily Job Description</p> <ul style="list-style-type: none"> <li>• Implement medical marketing programs to achieve territory medical business objectives with effective territory management (Tainan)</li> <li>• Implement HCP educational program to gain HCP recommendation</li> <li>• Manage hospital KOLs/HCPs to get</li> </ul>



	<p>endorsement</p> <ul style="list-style-type: none"> <li>• Gain sales of maternal products in hospital channel To succeed in the role the following experience and competencies will be essential</li> <li>• Good communication skill</li> <li>• Expert in MS office</li> <li>• Strong time management with positive working morale</li> </ul> <p>※工作地點：高雄市三民區瑞光路 399 號 8 樓及 8 樓之 1</p> <p>※工作條件限制：</p> <ol style="list-style-type: none"> <li>1. 工作經歷：3 年以上</li> <li>2. 學歷要求：專科以上</li> </ol> <p>※薪資：經常性薪資 40,000 元以上</p>
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## 企業簡介

雀巢一直以「優質食品、美好生活」(Good Food, Good Life)為宗旨，希冀能為全世界人類帶來「營養、健康、美好生活」(Nutrition, Health and Wellness)。雀巢遍及全球 197 個國家，融合當地文化、宗教習俗及社會需求，建立起全球營收最高的食品公司。在 1866 年，雀巢創辦人亨利·雀巢先生(Henri Nestlé)發明了全新嬰兒食品“farine lactée”以牛奶及燕麥為主的米麥精產品，拯救了一個嬰兒的小生命。在 150 多年來雀巢承襲營養為核心價值，一次次地推出劃時代的產品以滿足當代消費者的營養需求。現在，全世界消費者每天消費 10 億份雀巢產品，員工人數達 34 萬人。雖然與當初亨利雀巢在瑞士韋威(Vevey)建立的小公司有了巨大的變化，但是雀巢仍然堅持著不變的價值觀，保留著著名的雀巢品牌圖示以及總部所在地。雀巢產品在國際上一向是領導品牌，從耳熟能詳的雀巢及惠氏嬰幼兒營養品、成人奶粉、營養保健食品、雀巢咖啡、膠囊咖啡機、檸檬茶、廚房調理食品、冰淇淋、糖果巧克力、到寵物食品，都在全球銷售上獨占鰲頭。2011 年，公司進一步

鞏固了在營養，健康與幸福生活領域的領導地位，成立了雀巢健康科學集團，目標是開發針對大腦健康或健康老齡化的營養保健產品。類似的創新將會幫助雀巢應對全球營養不良、人口持續老齡化和肥胖等挑戰。2018年8月間雀巢正式取得星巴克(Starbucks)包裝咖啡和餐飲服務咖啡產品於星巴克門市以外通路的全球商標授權及銷售權，並於全球推出全新系列星巴克(Starbucks)品牌產品，包含各式咖啡豆、研磨咖啡，以及雀巢多趣酷思(Nescafé Dolce Gusto)和Nespresso膠囊咖啡機專屬的星巴克咖啡膠囊。借助雀巢咖啡(Nescafé)，Nespresso及星巴克(Starbucks)三大咖啡品牌，雀巢擁有最佳的咖啡產品組合，為全球各地消費者帶來更好的體驗。

### 福利制度

- ◎優於同業的薪資及績效獎金制度。
- ◎採彈性上下班制度，週時39.5小時，並享有勞、健、團保以及退休金制度。
- ◎完善的教育訓練制度：語言訓練、職能訓練、團隊凝聚訓練及海外專業培訓。
- ◎佳節禮品（農曆春節、五一勞動節）。
- ◎優於勞基法的年休假、病假、喪假及產假14週，以及婚、喪、喜、慶慰問金或禮品。
- ◎健全的福委會制度：國內外旅遊補助，年節禮金，生日禮券，婚、喪、喜、慶慰問金。
- ◎年資獎勵辦法。
- ◎年度健康檢查。
- ◎員工採購優惠辦法。
- ◎新生嬰兒奶粉補助（母乳是寶寶最好的營養來源，雀巢建議媽媽盡可能哺餵母乳。當媽媽無法親自哺餵母乳或母乳不足時，應先請教專業醫護人員或營養師，選擇適合寶寶的嬰兒配方奶粉，並遵照正確的沖調建議及食用方法）