



Good stuff is built to last



Working student (f/m/d) Customer Research

Customer Experience | Munich or remote | Temporary contract

The Customer Experience (CX) team at Knauf Digital has the mission to define, measure and drive Knauf's global CX strategy shaping the future of the construction industry and supporting a **digital ecosystem enabling seamless customer interaction** founded on a **tradition to only do the best**. We are a family-led growing business driven with **focus on people and relationships**. With an open and entrepreneurial mind set you are the biggest asset. With your **innovative ideas**, you bring the vision of a digitalized construction industry to life. Together we shape tomorrow's landscape, cutting through the noise with a **hands-on attitude**, in **cross-functional teams**, using **smart technology** to build sustainable infrastructure with great offerings. And while at it, we own our learning path and **have a lot of fun**.

What you'll do

As a working student (f/m/d) Customer Research you are part of Knauf's global CX team collecting and analyzing customer insights and data while defining Knauf's end-to-end digital service and product offering. You will support the global CX team in driving key global customer research activities:

- Elaborating customer research concepts and align with stakeholders in the countries
- Operate and/or conduct qualitative as well as quantitative research such as surveys, interviews, journey mapping workshops, participant observations
- Analyze research data to derive meaningful customer insights to map along customer journeys
- Maintain and expand customer insights repository and templates

Who you are

- You study in the fields of marketing, media, communication, psychology, design or similar
- You have a strong passion for the customer viewpoint, knowledge in customer research methodology would be beneficial
- Very good command of English, written and spoken, is necessary
- You enjoy working internationally communicating with colleagues from cross-functional teams
- You are inspired by a fast-paced, complex and flexible environment
- You possess a strong sense of accountability, accuracy and ownership for your tasks

What you get



Join a great team
Build software in a collaborative environment



Tailor your career
Choose your career path and broaden your knowledge



Impact globally
Drive transformation to digital leadership



Gain Stability
Enjoy start up culture with all benefits of a traditional firm