



CRM & Commercial Automation Specialist

100% Zürich

Hexagon Robotics is a division of Hexagon – a global leader in precision measurement. The division develops humanoid robots for industrial sectors to address labor shortages and accelerate the transition from automation to autonomy. Our first humanoid, AEON, was launched in June 2025 and is already in pilots with five customers.

We are looking for a **CRM & Commercial Automation Specialist** (f/m/d) to design, build, and continuously evolve our commercial operating system.

You will take ownership of the **technical backbone of our CRM ecosystem**, ensuring that workflows, integrations, and data models scale with our fast-growing business.

As a **young and fast-growing division**, we have recently established our CRM foundation (Creatio) and are actively building out our system landscape together with an external integration partner. We are now looking for a hands-on expert who can **take increasing ownership of the CRM implementation and integrations internally**, reducing dependency on external partners over time.

Sitting at the intersection of Commercial, Product, Engineering, and IT, you will translate business processes into **robust, automated, and integrated workflows**, while maintaining a strong understanding of business requirements and stakeholder needs.

Your Mission

Your Skillset

- Own CRM structure, hygiene, governance, and evolution
- Design and improve stage definitions, opportunity processes, and required data fields
- Build reporting and dashboards that support decision-making
- Create pipeline, funnel, forecast, and conversion visibility across the commercial process
- Support tooling integrations across CRM, marketing, contracts, and related systems as needed
- Architect and implement end-to-end CRM automation workflows using middleware (e.g. Make.com) to connect systems such as CRM, ERP (SAP), DocuSign, Slack, MS Teams, Outlook, Jira, Confluence, and web platforms
- Design, maintain, and evolve data models across CRM and connected systems (accounts, opportunities, use cases, contracts, EAP workflows, etc.)
- Build and manage event-driven architectures using APIs, webhooks, and asynchronous workflows
- Own and progressively internalize system integrations, moving from integrator-supported setup to in-house ownership wherever feasible
- Translate business workflows into technical automation logic, balancing usability, maintainability, and performance
- Develop and maintain automation pipelines for core processes (lead capture, qualification, approvals, contract flows, compliance checks, ERP synchronization)
- Ensure data integrity, traceability, and governance across systems – create reports/dashboards for stakeholders with clean and accountable data
- Work closely with stakeholders across Commercial, Product, Engineering, and Legal to capture requirements and
- Bachelor's or Master's degree in Business Administration, Economics, Engineering, or a related field
- A minimum of 3 years of experience in Revenue Operations, Sales Operations, GTM Operations, or a similar systems/process role with strong CRM systems experience (ideally Creatio)
- Experience working with or alongside external CRM integrators, with the ability to take over and own implementations internally
- Proven experience with middleware / iPaaS tools (e.g. Make.com, Workato, Zapier) and building automation scenarios
- Understanding of APIs, webhooks, and system integration patterns
- Experience designing and maintaining data models across interconnected systems
- Strong technical skills in data mapping, transformation, and workflow logic (JSON-based payloads, etc.)
- Hands-on experience connecting CRM and marketing technology ecosystems, including integrations with DocuSign, SAP ERP, Slack, Microsoft Teams, Outlook, Jira/Confluence, WordPress/webhook-based lead capture, email marketing tools, LinkedIn integrations.
- Familiarized with Google Tag Manager for campaign tracking and conversion measurement.
- Ability to translate business requirements into scalable technical solutions
- Structured, pragmatic, and detail-oriented mindset with good communication skills
- Understanding of commercial processes (sales cycles, approvals, contract management)
- Develop, implement, and optimize marketing campaign workflows, with a focus on audience segmentation for email automation, account-based marketing programs, and bulk email

translate them into executable system designs

- Continuously improve processes through automation and system design, reducing manual effort and increasing operational speed
- Contribute to shaping a scalable CRM architecture and integration strategy as the organization transitions from early setup to mature operations

communications.

Nice to have:

- Prior experience with Creatio CRM (strong advantage given current setup)
- Experience transitioning from externally built systems to internally owned architectures
- Exposure to compliance-related workflows (e.g. sanctions screening, audit trails)
- Managing different environments (DEV/Staging; Test, PROD) and Superuser knowledge

You are:

- Hands-on and ownership-driven, eager to step into a system and make it your own
- Able to operate across both business and technical domains
- Structured and comfortable working in a rapidly evolving environment with imperfect structures
- A strong communicator who can align stakeholders, requirements, and technical implementation

What You'll Get

- Flexible working hours and a hybrid model for real work-life balance
- Generous vacation: 25–30 days depending on age
- CHF 500 mobility credit for sustainable commuting
- Bonus system & strong pension contributions
- Tailored training & development opportunities
- Relocation support for a smooth start
- Discounts on health, mobility & entertainment
- Team events and a flat hierarchy where your voice counts
- A warm, international culture built on respect and collaboration

Great robots need great people.

Apply Now

Contact

Dylan Maher

Talent Acquisition Partner

E-Mail: silvia.dadin@hexagon.com



Hexagon Robotics

Räffelstrasse 26, 8045 Zürich

<https://robotics.hexagon.com/>