



Job Posting Title: Working Student, Professional Services Contract Operations EMEA

Location: Hamburg, Germany

Our Company

Changing the world through digital experiences is what Adobe's all about. We give everyone—from emerging artists to global brands—everything they need to design and deliver exceptional digital experiences! We're passionate about empowering people to create beautiful and powerful images, videos, and apps, and transform how companies interact with customers across every screen.

We're on a mission to hire the very best and are committed to creating exceptional employee experiences where everyone is respected and has access to equal opportunity. We realize that new ideas can come from everywhere in the organization, and we know the next big idea could be yours!

The opportunity

Adobe Professional Services help our customers and partners to initiate and run their digital marketing and transformation projects using the Adobe Experience Cloud. Within the EMEA Strategy and Operations organization, we are offering a Contract Operations Internship to assist providing critical support to our Sales and Delivery teams in the 3 EMEA regions.

Analysis and support functions may include change order creation and processing, project evaluation and process advisory, maintaining compliance with corporate and public regulations, and performing any kind of data analysis, enablement, and support relevant to Contract Operations. This will also include extensive collaboration with the technical, functional, and non-functional teams across the globe, both externally and internally!

You will support the Adobe Consulting Services team from initial change requests through planning and giving advice, executing, and working towards closure. Adjoining functions, such as Revenue Operations, Deal Assurance, Deal Desk, Legal, Credit, Resource and Order Management, will appreciate your knowledge and pro-active demeanor to avoid risks and resolve potential issues on regional projects at an early stage, also by supervising key performance indicators!

What you'll do

- Supporting the EMEA Professional Services organization with preparing/drafting/processing contract amendments relating to Professional Services contracts in the region (Project Extensions, Budget Reallocations, Contract Addendums and Terminations)
- Acting as first point of contact in region for all queries referring to change order requests, related policies and processes, Adobe's Professional Services Automation system, and any related operating systems
- Coordinating internal alignment on sophisticated change orders and supporting the approval process
- Communicating internally with involved collaborators and externally with clients and/or partners
- Supervising and reporting the overall change order status on a regular basis
- Validating accurate project configuration upon receipt of signed contract amendments
- Assuming data quality ownership
- Ensuring contract amendments are created and processed to Adobe global standards
- Pro-actively identifying anomalies or variances and making recommendations for resolution
- Participating in development of organization standard processes and systems strategy
- Promoting knowledge development by sharing standard methodologies or new skills with team members
- Volunteering to work on special projects and ad hoc requests
- Participating in "All Hands" calls, webcasts and events as required

What you'll need to succeed

- Currently studying a bachelor's or master's degree in computer science, science, management information systems, business administration, or international management, due to graduate in 2024/2025
- Shown experience in business operations
- Microsoft 365 applications, exposure to Excel/Pivot tables.
- Excellent communicator, both verbal and written
- Must be accurate, have a proactive approach and interested to work with cross-functional teams.
- Strong analytical and problem resolution skills, incl. the ability to research and simplify sophisticated situations.
- Self-motivated, strong work ethics and able to work independently with minimal direction.
- Ability to prioritize and complete tasks and within the stipulated time frames.
- Proficiency in German and English

Our ideal candidate would also have one or more of the following skills:

- Salesforce
- Power BI

- Atlassian JIRA

The role covers the European region, but is based in the Adobe Hamburg office. However, there are exceptions where travel may be required.

Benefits

At Adobe, you will be immersed in an exceptional work environment that is recognized throughout the world on [Best Companies lists](#). You will also be surrounded by colleagues who are committed to helping each other grow through our unique [Check-In](#) approach where ongoing feedback flows freely.

If you're looking to make an impact, Adobe is the place for you. Discover what our employees are saying about their career experiences on the [Adobe Life blog](#) and explore the meaningful [benefits](#) we offer.

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Adobe is an equal opportunity employer. We hire talented individuals, regardless of gender, race or colour, ethnicity or national origin, age, disability, religion, sexual orientation, gender identity or expression, or veteran status. We know that when our employees feel appreciated and included, they can be more creative, innovative and successful. This is what it means to be Adobe For All.

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