CN - Tires - Conti Care Specialist (Leasing HC)

Ihre Aufgaben

▪ Standard continental service hotline, ChatBot,email and other channel ticket handling which including all business related inquiry and tire product&service complaint. (Covering pre-sales/mid-sales/after-sales period)

▪ Act as the member of conti care hub for kinds of ticket handling which including ticket creation/assignment/transfer/escalation/closing.

▪ Closely cooperation and communication with all business cross functions as well as external service providers.

▪ Prompt customer satisfaction survey for ticket handling result and improvement opportunity development to support business.

▪ Be familar with local warranty handling procedures in accordance with Continental’ s policy.

▪ Closely cooperation and communication with TCS engineers for warranty procedure optimizaiton proposal collection.

▪ Maintain TCS warranty system (COC/SAP/CORS) to ensure complaint case submit efficiency and effectiveness.

▪ Warranty procedure and system function training to internal and external customers accoridng to the requirements.

▪ Be involved into TCS projects for total warranty service solution.

▪ Be active to participate cross business fuction projects and task follow-up for business development.

▪ Support related TCS Project tasks in agreement with local Sales & Marketing organization

▪ Regular conti care performace reporting which including customer voice & cross business functions ticket handling performance tracking.

▪ Kinds of digital wararnty system performance reporting which including ChatBot , TWIS , CATI performance report etc.

▪ Kinds of warranty data analysis which including e-commerce channel tire complaint data analysis (JD/TUHU/T-Mall ,etc) and tire technical compensation and commercial compensation (OE / RE)

▪ Continuously optimization opportunity for data analyze and regular report presentation

Job ID
REF100237J

Arbeitsbereich
Verwaltung & Assistenz

Standort
Shanghai

Leadership Level
Leading Self

Job Flexibilität
Hybrid Job

Arbeitszeit
Vollzeit

Rechtliche Einheit
Continental Tires Co., Ltd.

Ihr Profil

College degree or above ; Major in Business or Engineering or other relevant major ; CET-6;

1 year relevant working experience or above ; Call center experience is preferred; Have good communication skills; Have interest in tire industry

Fluent mandarin and basic English communication is required. Good in English an Cantonese is preferred.

Unser Angebot

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Über uns

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