CN - Tires - Conti Care Specialist (Leasing HC)

Your tasks

▪ 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

Field of work
Administration and Assistance

Location
Shanghai

Leadership level
Leading Self

Job flexibility
Hybrid Job

Working time
Full Time

Legal Entity
Continental Tires Co., Ltd.

Your profile

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.

Our offer

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About us

德国马牌轮胎自 1871 年成立以来，一直以不断创造前沿科技和高端品质体验完美结合的轮胎产品享誉全球。作为全球最大的轮胎制造商之一，德国马牌轮胎始终致力于为消费者提供更安全、智能、可持续的驾乘体验。2025年，德国马牌轮胎在全球54个国家拥有约 76,000名员工，并创造出197亿欧元的销售额。
2006年，德国马牌轮胎乘用车与轻卡车胎业务正式进入中国市场，并迅速以其精湛的德国工艺和值得信赖的品质独树一帜。德国马牌轮胎的零售网络遍布全国，凭借安全与领先的德国科技，德国马牌轮胎为合作伙伴创造价值，为消费者带来卓越的驾乘体验。
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