CN - Tires - Conti Care Specialist (Leasing HC)

Descrição da função

▪ 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

Identificação da vaga
REF100237J

Área funcional
Administration and Assistance

Local
Xangai

Nível de liderança
Leading Self

Modalidade de trabalho
Hybrid Job

Horário de trabalho
Full Time

Pessoa jurídica
Continental Tires Co., Ltd.

Requisitos

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.

O que oferecemos

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