

# Customer Care Manager

## 工作职责

Ensure complaint handling procedure according to international warranty group.

Technical product and sales techniques training for South America region. Responsible to manage the training team, content approval, content updates, new tools and ensure the method is being applied throughout the region.

Responsible to ensure resellers and sales force engagement, identify and fulfill their training needs - by using our LMS (ContiAcademy) or on demand trainings.

Ensure the accomplishment of all CCS and Americas coordination requests.

Responsible to manage the Ombudswomen team in South America region, create and maintain systems and tools, support the Field Engineering team to process warranties claims through Zendesk and OCH, supervise and encourage new initiatives/projects to support the end consumer, monitor/improve the KPIs related to this area (response time, ReclameAqui, waiting time, etc).

Responsible to manage the Customer Experience team in South America region, ensure we are giving the best practices available in the market to our resellers, develop and apply trainings, new methods and/or systems based on analytical data to improve the customer satisfaction, understand the customer journey in the markets to improve the KPIs and assessment scores.

## 你的档案

- Bachelor's degree (business administration, engineering or related areas).
- Process/quality projects at tire or automotive plant is desirable.
- Advanced English. Portuguese knowledge is desirable.
- Availability to live in Quito - Ecuador.
- Minimum experience of 5 years in related positions.

## 我们可以提供

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## 关于我们

Continental, a German multinational that offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transport. In 2020, it generated sales of €37.7 billion and currently employs around 235,000 people in 58 countries and markets. In 2021, the company celebrates its 150th anniversary.