

Tire_Customer Service and Training Specialist

Descrição da função

Warranty

Ensure that inspection for tires returned under warranty meets Corporate Technical Customer Service standards.
Lead implementation of automated complaint handling process.
Create complaint data records in warranty related systems
Support warranty handling technically to Sales Reps.
Take action according to the critical result of the complaint, escalation to Central TCS and claim compensation.
Monitor competitor's warranty program
Report defined Warranty KPI Monthly, Quarterly and Annually

Technical product services

Ensure that timely and competent technical support for Technical Sales Rep. and dealers is provided by local CS organizations in line with the specific local requirements.
Ensure that collaboration with Marketing on Extended Warranty program and take necessary actions.
Ensure feedback and consulting for local Sales & Marketing organization in technical questions/aspects.
Respond to technical inquiries from consumers by telephone, voicemail and e-mail
Support implementing efficient consumer touch point measures.
Deliver trainings and presentation to external and internal customers (products, tire technology etc.)
Provide "on-site" field-engineering support in warranty and technical service aspects
Manage CS actions to minimize product liability risks in line with Corporate product integrity guidelines.
Support OE testing team for preparation/execution of the driving test for marketing communication purpose

Product performance monitoring

Develop and execute annual Product Performance Monitoring plans in line with Japan market and APAC policies.
Provides analysis, evaluation and reporting of market complaint data.
Provide relevant tire samples and information into the Corporate early warning processes.
Evaluated/summarized performance reporting vs. competition and market requirements and update the database tool.

Training

Develop and update training module for external customers and internal employees, Sales Reps and Central Order Desk particularly.
Prepare, deliver and take satisfaction questionnaires internal / external training
Manage internal / external training administration: Communication /



Identificação da vaga
REF61801L

Área funcional
Marketing and Sales

Local
Tokyo

Nível de liderança
Leading Self

Modalidade de trabalho
Onsite Job

Contato
Yukiko Tokue

Pessoa jurídica
Continental Tire Japan Co. Ltd.

Schedule management / Training Statistics / Issue training recognition
For B2B and B2C: Plan and create a short video to be uploaded on social media or appropriate online platform

Requisitos

BA or BS degree or above ; Major in Business or Engineering or other relevant major

Good in English and Japanese communication

3-5 years of experiences in customer service management/support, product management

Participation in department and function development projects, Proposal to optimize the process

2-3 years of leadership experience in overseas operated company or potential to show leadership ability, call center management experience is preferred

2-3 years of leadership experience in overseas operated company. Excellent in open communication.

O que oferecemos

CV (Rirekisho) in Japanese and CV (Work Experience) in Japanese/English are required.

Ready to drive with Continental? Take the first step and fill in the online application.

Quem somos

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transportation. In 2021, Continental generated sales of €33.8 billion and currently employs more than 190,000 people in 58 countries and markets. On October 8, 2021, the company celebrated its 150th anniversary. With its premium portfolio in the car, truck, bus, two-wheel, and specialty tire segment, the Tires group sector stands for innovative solutions in tire technology. Intelligent products and services related to tires and the promotion of sustainability complete the product portfolio. For specialist dealers and fleet management, Tires offers digital tire monitoring and tire management systems, in addition to other services, with the aim of keeping fleets mobile and increasing their efficiency. With its tires, Continental makes a significant contribution to safe, efficient, and environmentally friendly mobility.