

CN_Conti Care Specialist

Jūsų užduotys

Interface between external customers and internal cross functions as important contact window.

Ensure friendly and timely handling of internal and external customer complaints and inquiries.

Ensure customer satisfaction for continental total service resolution.

Conti Care Hub Operation

- 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.

Warranty Procedure and System Support

Be familiar 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.

Project Support

- 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.

Data Analyze & Reporting



Darbo ID
REF80781K

Vieta
He Fei Shi

Lyderystės lygis
Leading Self

Darbo laiko lankstumas
Hybrid Job

Juridinis asmuo
Continental Tires Co., Ltd.

- 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

Reikalavimai

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 and Cantonese is preferred.

Mes siūlome

您愿意与我们共同驾驭未来吗？即刻填写在线申请吧！

Apie mus

大陆集团专业开发前沿性技术与服务，以人和货物运输为着眼点，致力于打造可持续且可联动的交通方式。集团成立于 1871 年，作为一家科技企业，它负责为车辆、机器、交通及运输行业提供安全、高效、智能且经济实惠的解决方案。2022 年，大陆集团实现营收 394 亿欧元，目前在全球 57 个国家和市场地区雇用约 20 万名员工。

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