

CN_Conti Care Specialist

Descrição da função

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 optimization 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 according to the requirements.

Project Support

- Be involved into TCS projects for total warranty service solution.
- Be active to participate cross business function projects and task follow-up for business development.
- Support related TCS Project tasks in agreement with local Sales & Marketing organization.

Data Analyze & Reporting



Identificação da vaga
REF80781K

Local
He Fei Shi

Nível de liderança
Leading Self

Modalidade de trabalho
Hybrid Job

Pessoa jurídica
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

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 prefered; 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

您愿意与我们共同驾驭未来吗？即刻填写在线申请吧！

Quem somos

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。

轮胎子集团凭借其汽车、卡车、公共汽车、两轮和特种轮胎领域打造的优质产品组合，已成为创新型轮胎技术解决方案的代名词。集团以轮胎与促进可持续发展为着眼点，相应推出了多款智能型产品和服务。针对专业经销商和车队管理商，轮胎子集团在其他服务的基础上，为之打造了数字轮胎监控和轮胎管理系统，从而在保持车队机动性的同时，亦提高了车队效率。凭借其轮胎业务，大陆集团为实现安全、高效以及环保的交通方式做出了重要贡献。