

Sr Customer Experience Analyst

Your tasks

- Constant contact with stakeholders such as Conti employees, Business managers, BU USA, other markets and customers in order to identify the specific CX needs.
- Manage the CX projects with internal stakeholders, suppliers and/or 3rd party companies. Ensure the projects are well stabilised and are following a feasible business plan.
- Develop written and visual material related to CX initiatives.
- Dissiminate CX initiatives throughout our dealership and/or internal parties.
- Allocate time to be the CX specialist in our organization. Provide specific trainings to the dealership in face-to-face sessions when needed. Be available to travel up to 30% of the time.
- Manage the CX KPIs, ensuring the projects and/or initiatives have a proper way to be measured (before implementation and after implementation).

Your profile

- Experience in CX policies and strategy creation
- Experience in consumer behavior studies and feedback/review tools
- Experience in the automotive segment: car dealerships, tire dealerships, auto service shops.
- MS-Office advanced user LMS, eLearning and Learning experience
- Traveling up to 30% of the time
- Advanced in English
- Advanced Spanish - desirable
- Project management methods

Our offer

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

About us

Continental develops pioneering technologies and services for the sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machinery, traffic and transportation. In 2022, Continental generated sales of 39.4 billion euros and currently employs around 200 thousand people in 57 countries and markets.



Job ID
REF82763A

Field of work
Administration and Assistance

Location
Jundiaí

Leadership level
Leading Self

Job flexibility
Hybrid Job

Legal Entity
Continental do Brasil Produtos Automotivos Ltda.