

Sr Customer Experience Analyst

Vos activités

- 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 stabilished and are following a feasible business plan.
- Develop written and visual material related to CX initiatives.
- Dissiminate CX initiavies throughout our dealership and/or internal parties.
- Alocate time to be the CX specialist in our organization. Provide specific trainings to the dealership in face-to-face sessios when needed. Be avaliable 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).

Votre profil

- 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 userLMS, eLearning and Learning experience
- Traveling up to 30% of the time
- Advanced in English
- Advanced Spanish - desirable
- Project management methods

Notre offre

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A propos de nous

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.



Référence
REF82763A

Domaine fonctionnel
Administration and Assistance

Site
Jundiaí

Niveau de leadership
Leading Self

Flexibilité du poste
Hybrid Job

Unité légale
Continental do Brasil Produtos Automotivos Ltda.