

Head of TCS APAC

Your tasks

The location will be decided according to the final candidate's location, either Shanghai or PJ.

Full responsibility to develop the TCS APAC strategy based on the BA strategy, APAC market needs and expectations of future customer needs. Aligns the APAC strategy with the Global TCS strategy and looks for synergies with other regional strategies (EMEA, Americas). Manage TCS organization

Functional management of the local CS organizations in the (Region/markets)

Ensure mandatory/basic output of local CS organizations

Manage and steer additional TCS output development in line with local customer needs, competitive environment, local M&S strategies and TCS strategy in an ongoing process together with M&S on market and Region level

Establish a TCS development plan to ensure development of additional skills based on changing customer needs as well as succession planning for the market organizations. Initiate and drive implementation of customer centric warranty solutions, focused on efficiency and convenience at user interface

Drive the implementation of digital complaint handling in APAC

Ensure local warranty/complaint handling procedures in accordance with global standards

Ensure competitive warranty services reg. speed, attitude, availability, etc.

Ensure financial settlement of adjustments incl. application of goodwill policy concessions in agreement with local M&S

Support initiation of actions in line with Corporate product integrity guidelines and manage local activities accordingly. Develop and implement toolbox of technical services along the customer journey, in accordance with the BA APAC strategy and the Sales & Marketing organizations.

Ensure that timely and competent technical support for consumers and dealers is provided by local TCS organizations in line with the specific local requirements

Develop and implement a roadmap for future services along with local and TCS strategy

* Develop training to markets trainer in corporate with BA related functions (HR, PM, RnD) and local markets functions (TCS, sales, HR, Retail etc). Ensure timely and reliable market feedback reg. quality/performance of defined Continental's products, also in relation to competition and market requirements

Regular reporting of product quality and performance information to the BA APAC and other relevant stakeholders. Establish effective early warning processes to identify and address product performance and market concerns in line with global standards

Initiate and drive product improvement processes in cooperation with R&D, QM, M&S and Central TCS in line with global standards. Ensure



Job ID

REF82785A

Location

Petaling Jaya

Leadership level

Leading Leaders

Job flexibility

Onsite Job

Legal Entity

Continental Tyre PJ Malaysia Sdn. Bhd.

appropriate standardization of processes and standards within TCS APAC, utilizing best practices from the markets

Develop, agree and implement the digitalization roadmap for TCS APAC
Manage development and execution of TCS related budget of the team

Your profile

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- Engineering degree or equivalent education 5 years of job experience in technical industry/services, preferably in the areas of research, development, testing, sales and/or after sales services (ideally as well with another tire manufacturer, preferably in a technical or sales related function); 2 years of management experience (Team lead)• problem solving and decision-making processes
- solving quality concerns together with multiple stakeholders and on different organizational levels
- Project management
- Leading leaders
- Matrix organization with functional reporting / leadership Showing persistence in an intercultural, multi-professional background environment. Experience in working in matrix organizations across hierarchical levels

Our offer

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