



# **MAN Truck & Bus Korea Ltd.**

**Job Title : Customer Relationship Manager – MTBK**

## **Job Profile**

**Report to: After Sales-Service Manager( or Head of After Sales Service)**

### **Main Responsibilities;**

- **Responsible & leading of customerFirst project(incl. on/off line training organization)**
- **Managing CXi(Customer satisfaction index) survey in terms of After Sales business.**
- **Analysis CXi result & hot alerts f/up with relevant service centers**
- **Guide & coaching all service centers for higher CXi result & target achievement**
- **Happy calls evaluation & analysis for improvement action plan set up**
- **Managing & communication with outsourced MTBK customer care center for overall customer related matters**
- **Complaint customer handling with all relative parties**
- **Communication & coordination with service centers for customer's complaint resolving**

### **Qualification Degree:**

- **University(college) degree of engineering, mechanical/automotive engineering**
- **More than 5 years experience in automotive industry**
- **Commercial vehicle experience would be advantage**
- **Good command of English speaking & writing**
- **Be familiar with MS Office applications**
- **Statistics & analytical competence with numbers & cases**
- **Goal-oriented, self-initiative, structured and cooperative way of working**
- **Willingness to travel in the region/within the country for training**
- **Strong team-work play and interactive communication skills**