

上海贝塔斯曼商业服务有限公

司TeamLeader, CustomerComplaintManagement PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/490/2021_2022__E4_B8_8A_E6_B5_B7_E8_B4_9D_E5_c123_490849.htm 职位描述：

Responsibilities: Handle all customer complaints regarding aftersales topics with respect to related automobile in the market. Manage the customer compliant team. Support the dealers to handle customer complaints. Monitor the development and changes of Chinese legal requirements with regards to Customer satisfaction and complaint management. Requirements: Automotive background is a must. Customer handling and conflict resolution skills. Minimum 5 years working experience in the field of automobile aftersales. Excellent communication skill, good interpersonal skills, team player. Good staff management and mentoring skills. Strong communication and coordination skills (internal and external). Good analytical and problem solving skills. Able to work under pressure. 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com