



CX JAPAN COUNTRY MANAGER

大手インポーターでの募集です。代理店営業のご経験のある方は歓迎です。

募集職種

人材紹介会社

株式会社ジェイ エイ シー リクルートメント

採用企業名

大手インポーター

求人ID

1483017

業種

自動車・自動車部品

会社の種類

外資系企業

雇用形態

正社員

勤務地

東京都 23区

給与

700万円 ~ 1100万円

勤務時間

09:00 ~ 17:30

休日・休暇

【有給休暇】入社7ヶ月目には最低10日以上 【休日】土 日 祝日 夏季休暇 年末年始 入社日に付与（入社月によって日数が異なり...）

更新日

2024年07月04日 07:00

応募必要条件

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ネイティブ

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可が必要です

募集要項

【求人No NJB2220756】

【Summary】

The role of the Head of National Customer Experience Sales Aftersales has to deliver against two main objectives within the NSCs.

a) Build with the leadership team a culture of customer centric culture reflected in policies procedures strategies and day to

day actions. This will be applicable for dealer and customer facing interactions as well as intra departmental cooperation. The role holder will be the customer ambassador within the NSC representing them in the decision making process of above items.

b) Work in close conjunction with the dealer body and field team in practical process improvements across the nation by applying and industry best practices and initiatives. This includes regular dealer visits (alone/with the field team) as well as daily communication with dealers to drive customer centricity and experience for all the brands in the network (SPLIT INWARD OUTCOME)

These two pillars in conjunction with data driven root cause analysis will support the NSC on the journey to be Top1 in syndicated studies by 2024 while more importantly improve the overall customer experience with the implementation of competitive convenient service offers and competitive standards.

スキル・資格

<QUALIFICATIONS/ SKILLS and EXPERIENCES> · Experience of 8 years or more in a Senior role focused on customer experience and dealer operations · At least 10 15 years' experience in the automotive industry · Experience working with automotive dealerships teams investors and senior leadership within organizations · Deep knowledge about the automotive landscape in the country · A team player capable of working independently as well as part of a larger team · A strong relationship builder and negotiator · Ability to drive for discontinuity and innovation · Proven track record of leadership and change management

会社説明

ご紹介時にご案内いたします