

## VEHICLE OFF-ROAD TECHNICAL SPECIALIST

[Apply Now](#)

Company: Manpower

Location: Vietnam

Category: other-general

### Responsibilities

- Responsible for handling inbound emails and calls from in a helpful, courteous and professional manner, displaying knowledge and concern for customer needs
- Responsible for resolving customer issues via the dealer using all available resources, including, Subject Matter Experts', Field Service Engineers and Resolution Specialists, Financial Assistance, Service Plans, Extended Service Plan options, payments and maintenance plans
- Responsible for opening dealer cases using the customer case number or VIN to ensure seamless dealership feedback to the customer via the CRC
- Responsible for following up on cases at assigned dealers from Customer Representatives (CRC) Reactive Cases and VOR Cases to ensure the dealer responds appropriately to the issues raised by the customer
- Proactively seek SME assistance, route activities to support teams and escalate or seek relevant support of other Ford resources where required to ensure timely and satisfactory resolution of dealer enquiries.
- Look for ways to lessen multiple callbacks and follow ups to the same dealers by grouping dealer call back cases together.
- Tenaciously track down parts delay- escalate, monitor, and help resolve Part Delay issues.
- Ensure the dealer is advised of intended actions, set reasonable expectations for resolution and/or confirm intended follow up with the dealer.

- Manage proactive support triggers such as aged VORs within the CRC and DXS channel/team.
- Review Dealer View platform for contact from dealers regarding cases.
- Process RAV uploads as required, including replacement, SCP and ESP requests
- Process Technical Assistance Requests when applicable and follow-up to ensure issue was resolved
- Process all vehicle Webform requests for those vehicles with repairs
- Act as a resource for product knowledge and service support
- Provide feedback to management for the continued and improved performance of the department to foster positive results and growth
- Work as a team player – assist other team members when in need of support
- Other duties as assigned

**Professional Experience:**

- 5 years' experience in a Customer Relations Contact Center, hospitality industry, or PR/Sales field
- Experience, appreciation and/or passion for luxury function and utility
- Knowledge of the automotive industry and Technical Skill or Engineering background a plus

[Apply Now](#)

**Cross References and Citations:**

1. [VEHICLE OFF-ROAD TECHNICAL SPECIALIST Jobs Vietnam ↗](#)
  2. [VEHICLE OFF-ROAD TECHNICAL SPECIALIST Jobs Vietnam ↗](#)
  3. [VEHICLE OFF-ROAD TECHNICAL SPECIALIST Jobs Vietnam ↗](#)
  4. [VEHICLE OFF-ROAD TECHNICAL SPECIALIST Jobs Vietnam ↗](#)
  5. [VEHICLE OFF-ROAD TECHNICAL SPECIALIST Jobs Vietnam ↗](#)
  6. [VEHICLE OFF-ROAD TECHNICAL SPECIALIST search Vietnam ↗](#)
  7. [VEHICLE OFF-ROAD TECHNICAL SPECIALIST job finder Vietnam ↗](#)
1. [VEHICLE OFF-ROAD TECHNICAL SPECIALIST jobs ↗](#)
  2. [VEHICLE OFF-ROAD TECHNICAL SPECIALIST jobs ↗](#)

### 3. VEHICLE OFF-ROAD TECHNICAL SPECIALIST jobs ↗

Source: <https://vn.expertini.com/jobs/job/vehicle-off-road-technical-specialist-vietnam-manpower-b353b5481c/>

Generated on: 2024-05-06 by Expertini.Com