



We're recruiting: Consultants

We are looking for the best talents to join the Mercedes-Benz Network Assistance Center!

Based in Portugal, the new Network Assistance Center provides support on a wide range of After-Sales services to Mercedes-Benz Retailers in 15 countries - Italy, Portugal, Spain, France, Belgium, Netherlands, Luxemburg, Switzerland, Austria, Poland, Czech Republic, Sweden, Denmark, UK and Greece.

Main Responsibilities

Reporting to the Operation Manager, the Consultant duties are:

- Handles retail requests in accordance with Daimler policies and NAC procedures and targets, in order to provide the appropriate solution in a timely, effective and accurate manner;
- Handles requests with professionalism and accuracy via phone, e-mail;

- Provides first line support on different Customer's related topics in order to reach Customer satisfaction.

Requirements:

- Higher vocational education;
- Native language in at least one of the referred countries (excluding Portuguese and English);
- Fluent in English as corporate language (mandatory);
- Third language is an advantage;
- Good computer expertise;
- Experience with customer care is valued;
- Ability to prioritize, analyze, plan and coordinate;
- Team player;
- Excellent communication skills (B2B);
- Strong focus on customer satisfaction.

What we offer:

- Integration in Mercedes-Benz Portugal S.A., international company with a young, ambitious, professional and dynamic environment.
- Initial Training;
- Free private health insurance.

We are waiting for your resume: recrutamentonac@daimler.com

Mercedes-Benz
The best or nothing.

