

United Arab Emirates Jobs Expertini®

Customer Relations Executive (x 3) | AF Motors HO

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Company: Al Futtaim Group

Location: , Dubai, United Arab Emirates

Category: sales-and-related

Customer Relations Executive (x 3) | AF Motors HO Al-Futtaim Automotive occupies the pre-eminent position of the largest distributor of automotive products in the Emirates, and leads the rapid development of automobile business in the UAE, while continuing to contribute to their brands worldwide growth. Today, Al-Futtaim Automotive is synonymous with brands such as Toyota, Lexus, Honda, Jeep, Dodge, Chrysler and Volvo which enjoy undisputed leadership in the UAE in terms of the largest number of vehicles on the road. We also hold exclusive franchises for some of the world's top automobiles and automotive products like Hino - Japan's leading heavy-duty vehicle manufacturer, Toyo & Chen shin/Maxxis tyres, GS & Panasonic batteries as well as the franchises for Hertz Rent-a-car - the world's largest rental and leasing company and FAMCO heavy goods Machinery. We are currently looking to recruit a highly enthusiastic Customer Relations Executive to join our team in Dubai. Reporting to the Call Centre Manager. The department acts as the focal point to continuously promote the concept of CS among staff and upgrade the level of services offered by the Company. A close liaison is maintained between all departments and all personnel are involved in the process to create a Quality Service Culture. A close watch is kept on the services of the competitors and the company is kept ahead of the market. Every tool of communication is used to promote company's competitive edge in its services. The Department lays down the basis for improving the quality of customer service in all departments, and creating customer loyalty - essential for the medium to long term success of the business. Job Purpose: To provide full support to Al Futtaim Motors customers and the customer relations team in the following: 1) Handling the initial customer complaint medium

- call, walk-in, email, fax etc2) Swift and sure handling of customer complaints in conjunction with the customer case managers3) Maintaining t To apply for this role you should have the following skills, experiences and qualifications:Minimum Qualifications and Knowledge: High school or diploma graduate, basic technical understanding of automobilesMinimum Experience: 2 - 3 years relevant experience (customer service agent in automotive, banking, finance, or technical experience with customer facing role in automotive industry)Job-Specific Skills: English and another language skill (Arabic, Urdu, Hindi, Tagalog, Farsi etc) are essential. Technical knowledge of automobiles, negotiation and influencing skillsBehavioural Competencies : Calm and relaxed personality, conflict resolution, ability to think clearly under pressure, strong attention to detail, ability to follow up and ensure closure of cases. About The Company Established in the 1930's, the Al-Futtaim Group initially operated as a trading enterprise. Rapid development throughout the 1940's and 50's saw it establish itself regionally as an integrated commercial, industrial and services organisation, positioning itself one of the leading business houses in the lower Gulf region. Today, it operates collectively over 40 companies bearing the Al-Futtaim name, dominates many market segments in the UAE, and has expanded its sphere of operation to include Bahrain, Kuwait, Qatar, Oman and Egypt.The Group comprises a diverse range of strategically positioned operating subsidiaries and associate companies, structured to give the Al-Futtaim Group the flexibility and versatility to keep ahead of local competition while keeping pace with the ever-evolving global business scenario. The Group's continued investment in world-class systems technology is clear evidence of its commitment to maintain leading edge performance and service delivery.The success of the Al-Futtaim Group can be attributed to a business approach that combines the ability to change with the traditional values of integrity, service and social responsibility that define its core business philosophy. This, linked with the Group's belief in decentralisation, gives the heads of the operating companies a high degree of functional autonomy and authority, providing the Group with essential flexibility, and individual employees a clearly defined work culture and sense of responsibility.

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