

Job description

Title: Service Manager Germany & Austria
Reports to: Commercial Head Germany & Austria (direct line)
Head of After Sales Europe (dotted line)
Location: Köln, Germany

Company Description

Segway-Ninebot is a global pioneer in high-tech electric mobility, dedicated to revolutionizing how people move. Our mission is to simplify the movement of people and goods, making life more convenient and captivating. Beyond leading innovation in micro-mobility, we are deeply engaged in service robotics and intelligent short-term transportation. With the headquarters stationed in Beijing, China, we focus on research, development, design, and distribution of cutting-edge short-distance transportation solutions. Segway-Ninebot Europe operates with branches in The Netherlands, Spain, France, and Germany.

General Description

You are responsible to deliver an excellent service experience to our customers, manage day-to-day business and develop appropriate standards and processes to continuously elevate the overall service experience. This position communicates with all KA's aftersales team and service supplier for externally. At the same time also need to interact corresponding departments and our other offices located in Europe internally, to provide and process information in response to (technical) inquiries, concerns, complaints and other product related questions.

Key Responsibilities

- Responsible for the country's overall service costs
- Customer focused: support retailers (B2B) either by telephone or electronically concerns or complaints
- Operational excellence: you must understand and own every aspect of the service supplier's performance. Manages the service level with daily operation.
- Operate mainly from your desk where you advise and follow up on customers on technical queries.
- Process warranty claims of the dealers in SAP
- Obtain and evaluate all relevant information to handle inquiries
- Advise and follow up on customers on technical queries
- Direct requests and unresolved issues to the designated resource
- Communicate and coordinate with internal departments

Qualifications and Skills

- Bachelor degree preferable in a technical area
- Excellent knowledge of customer service principles and practices
- Technical acumen is required – you must develop a knowledge of all Segway products
- Knowledge of administrative procedures
- Able to work independently and exercise good judgement
- Fluent in German and English, both verbal and written

- Advanced use of Microsoft Office
- Proactive attitude and taking initiative
- Team player with excellent communication and listening skills
- Customer driven mindset
- Problem analysis and problem-solving
- High attention to detail and accuracy
- Data collection and ordering
- Stress tolerance