



Consultants

Network Assistance Center

Mercedes-Benz is implementing a Network Assistance Center based in Portugal, which will provide after sales services for the MB Dealers Network in 15 different countries across Europe.

Network Assistance Center will do 1st level support to the Mercedes-Benz Retailers, for After Sales topics of the passenger car business unit, providing a wide range of services.

In 2016 will ramp up with 5 markets: **Italy, Spain, France, UK** and **Portugal**.

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.

Required Qualifications

- Higher vocational education
- Native language in at least one of the referred countries (excellent grammar and writing skills in native language);
- 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;

Offer

- Integration in an international company with a young, ambitious, professional and dynamic environment;
- Initial training.

Rhmais will be responsible for handling the recruitment process.

If you are interested in this offer, please send us your resume in English to: mb.recruitment@rhmais.pt

Reference: **NAC MB_Consultant**



Mercedes-Benz

The best or nothing.

DAIMLER

The brand portfolio of Daimler AG comprises Mercedes-Benz, Mercedes-AMG, Mercedes-Maybach, smart, Freightliner, Western Star, BharatBenz, Fuso, Setra, Thomas Built Buses as well as Mercedes-Benz Bank, Mercedes-Benz Financial, Daimler Truck Financial, moovel and car2go.