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February 24, 2015

Mercedes

JOB TITLE: Roadside Agent (Part-time)

JOB DESCRIPTION

Mercedes-Benz, the “Best or Nothing” brand and one of the most recognized and leading luxury brands in the world is offering exciting opportunities in its Customer Assistance Center (CAC) at their Montvale, NJ campus.

There are multiple part-time position opportunities for highly motivated, customer focused, enthusiastic, and brand passionate individuals within the Roadside Assistance Department. This is a great entry level position into a world class organization that is recognized on Fortune’s Best Places to Work list. Join a collaborative, fun, and passionate team that is dedicated to providing world class service to customers. Some of the many benefits of working at Mercedes-Benz USA include:

- Paid Training – Instructor lead & Online
- Competitive part-time salary & holiday pay
- 401K benefits
- Tuition Assistance Program
- Employee Lease Program on Mercedes-Benz vehicles at a reduced rate
- Flexible schedules
- Work at home program
- World class corporate culture

ABOUT YOU

We are looking for individuals who are passionate and enthusiastic about the Mercedes-Benz brand and find it rewarding helping a customer that is in need.

- You will represent Mercedes-Benz with pride and will be the voice of the brand and the first point of contact for a customer in distress due to roadside related matters.
- Your empathy, sincerity, patience, and communication skills will play a pivotal role in turning a negative customer situation into a memorable customer experience that will solidify to our customers why they have chosen the Mercedes-Benz brand.
- You are driven to delight and empowered to make every customer experience special and personal.
- You are outgoing, energetic, motivated, responsible, and punctual.

RESPONSIBILITIES

- Delightfully handle all inbound customer inquiries into the CAC including but not limited to the following: Roadside Assistance, Customer Care, Product/Service inquiries, Roadside program guideline inquiries.

- Accurately document and update customer/vehicle information and complete recording of customer contact with corrections/updates as required.
- Interact with dealer personnel/ third party partners in order to resolve customer concerns, follow up on roadside pages, etc. Clarify procedures, and other related follow up on customer queries.
- Assist department with mentoring of new hires when required, responsible for attending departmental training classes when offered.
- Responsible for reviewing and responding to e-mails in a timely manner.
- Respond to customer concerns regarding assistance and escalate to Customer Care/ Management Team as needed.

SPECIFIC SKILLS REQUIRED

- Strong listening and communication skills
- Multi-tasking ability
- Excellent problem solving capabilities
- Excellent follow up and probing skills
- Computer and typing experience (35 words per minute minimum)
- Work holidays and weekends as scheduled
- Stay motivated and work in a fast paced work environment
- Ability to maintain composure under pressure

MBUSA is an equal opportunity employer

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