

Customer Care



Are you an organised team player with excellent communication skills?

We have an exciting new role for you!

FUSO New Zealand Ltd was appointed the distributor of FUSO trucks, buses and parts throughout New Zealand in 2017. We have relaunched the brand with a focus on Delivering Better - better value; better service and support; a better customer experience overall.

A new role has been identified, that will be responsible in contacting post-sale FUSO customers ensuring first class service has been achieved. This will be done by follow up phone calls and short surveys, feeding through to a customer satisfaction data base that you will analyse and determine patterns. You will also offer vehicle service contracts through the dealer network, liaise with aftersales partners, set up mystery shoppers, CRM management and assist with marketing initiatives.

You must be highly motivated, a team player, display effective communication skills (both written and verbal) and have experience working in Microsoft Office Suite. We are looking for a well presented and organised individual, who has an eye for detail, is analytical and can multi-task.



To apply for this job go

**to: <http://keithandrews.recruitment.co.nz/Vacancies/> & enter
ref code: 4072184. Applications close 06 April 2018**