

Inchcape is a leading, international automotive distributor and retailer operating in 32 mature and emerging markets representing the world's leading automotive brands.

Headquartered in London

Scale operation in the UK, Singapore, Australia, Hong Kong, Greece, Belgium, Russia, Finland and Baltics

Inchcape Lithuania employs almost 400 people...

...and represents



We are currently looking for **Customer Experience Manager**

About the job

Create and implement Sales and Aftersales standards and customer experience processes across all Inchcape sites and brands in Lithuania

Responsibility for compliance to the represented brands standards in CEX area to be a 'Partner of Choice'

Develop and implement Customer Data base quality control process

Take lead in proactive customer satisfaction surveys, Voice of the Customer analysis and action planning with responsible business managers

Take leading position in the new CRM system implementation and ensure structure, processes and controls to achieve qualitative requirements

Develop Inchcape Contact Center to cover all incoming and outgoing calls for all Inchcape sites in Lithuania

About YOU

Personal interest in customer experience area across all businesses and industries

Experience in managing customer service processes in a Retail environment

Experience in Customer focussed business, successful project management experience

Process development and implementation within business experience

Excellent communication skills and the ability to communicate effectively at all management levels

Strong teamwork and influencing skills

Self-driven with the ability to identify and drive their own objectives & initiatives with a minimum of guidance

Fluent English

YOU may expect

Become a part of big and passionate team of professionals and a member of Inchcape International manager team

Gain great international experience across Inchcape Group and exciting automotive industry

Develop your competences through cross-functional collaboration and exposure to world class automotive manufacturers

International career opportunities

Is it YOU? Apply now! cv.lietuva@inchcape.lt

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