

Flex - Technical Service Representative Xentry



Locatie **Drenthe, Zandpol**
<https://www.advertentiox.nl/x-996292-z>



The organisation The Mercedes-Benz Customer Assistance Center Maastricht (CAC) is the central point of contact in Europe, caring for the needs of current and prospective Mercedes-Benz and smart customers. More than 25 different nationalities add diversity and enrich an organization dedicated to satisfied customers and high performance. Employees act as brand representatives ensuring that customers receive personal assistance in their own language at a consistently high level. For our customers we are maybe the most important connection to the Mercedes-Benz brand. That's why we live the brand's most important promise: "The best or nothing". The function As part of Retail Service, XENTRY is the first point of contact for delivering worldwide assistance to the retailer network and external entities (e.g. independent workshops) using applications, diagnostic equipment and software supplied by Daimler's aftersales division, Global Service and Parts (GSP/O). Tasks and responsibilities of the XENTRY Support User Helpdesk (UHD) are:

- Handle incoming work (phone, email, tickets) from B2B customers and respond to the queries in a timely and professional manner
- Analyze and investigate issues making use of acquired knowledge and available tools
- Provide information and assistance with regards to XENTRY Hardware and Software, coordinate repair and exchange-service of the diagnostic equipment, investigate problems related to the installation of updates on components, provide support in case of issues with initial network configuration, etc.
- Accurately document work related activities in the relevant ticketing system according to established policies and procedures
- If necessary, coordinate with internal stakeholders to resolve complex enquiries and complaints about supported products
- Ensure all areas of personal responsibility are handled promptly, accurately, and with outstanding customer service.
- Whether required, perform other duties and responsibilities as

assigned Requirements Job requirements : Fluent level of Italian, both written and spoken; Excellent understanding of the Mercedes-Benz and Daimler aftersales applications (e.g. XENTRY, including installation of updates and configuration of the software); Affinity with automotive hardware and Daimler Aftersales Applications; an ability to work in a team; Superior verbal skills; ability to participate in resolving issues and find solutions; activeness and ability to work independently are key requirements. As we believe in the strength of doing things together, teamwork is an essential part of our daily business. Therefore we aim to hire candidates with an enthusiastic and inspiring personality. We offer flexible contract for 40 hours per week Monday - Friday. Hourly wage 12,16 euro gross. Work in a growing international company in a young, ambitious, professional and dynamic environment. The procedure please use the "apply" button to upload your CV and Letter of Motivation in English and any other documentation that adds value to your

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