

Warranty Operations Responsible

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Company: Bosch

Location: İstanbul

Category: other-general

Job Description

Assisting the Mobilty Aftermarket warranty operations team on daily tasks

Daily support and tracking of customer warranty claims on warranty portals and various systems

Operational support of all warranty realed topics such as; customer invoices and order management

Supporting warranty operations team to plan the yearly warranty budget of Mobilty Aftermarket sales organization and budget follow-up through out the year

Proactively analyzing warranty data and reason of the claims to determine accuracy and provide feedback to product mangement and sales teams

Participating monthly calls of warranty operations team on European level, representing Turkey and Middle East warranty operations team

Following up KPIs by maintening, improving and updating monthly warranty report via available data sources and PowerBI

Supporting warranty operations team on identifinng improvement points about process handling and participating in digitalization of warranty proceses operation projects

Qualifications

A bachelor's degree or similar studies in preferably in engineering, business administration, economy or similar degrees

1-3 years of experience preferably in automotive related industries and/or strong interest in automotive technologies

Structured and independent working style along with the intrinsic motivation to make things happen

Proactive, result oriented, self-motivated

Analytical mindset for reporting & root cause analysis

Very good communication skills across any hierarchy levels and good at stakeholder management

Very good presentation skills and persuasive communication

Strong verbal and written negotiation skills in English and Turkish

Firm affinity to digital transformation, IT tools and digital change management

Good level of MS 365 and especially PowerBI knowhow, familiar with KPI dashboard management

Very Good level of English and Turkish communication skills

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