



Charging Specialist, APAC

The Role:

We're looking for a Charging Specialist, Service Operation to support our APAC teams and customers with information, troubleshooting, and occasional in-depth research around electric vehicle home charging. You will become the expert on all charging installation and operation questions including recommended type of equipment, required permits, etc. Through actively staying up to date on latest technology and regulation, you will be the technical point person for all customer-facing teams. The ideal candidate has a background in electric installations and is excited about helping customers find the best solution to their inquiry or problem. You enjoy gathering information, acquiring expertise, and sharing it with others as they work to ensure Tesla vehicle owners have the best ownership experience in the automotive industry. The position is located in Hong Kong. If you are interested in becoming a part of a world-class team supporting the latest EV technology, we are interested in hearing from you. More details about the job are listed below:

Responsibilities:

- Become the expert in all electrical installation standards across APAC: know everything about infrastructure, equipment, local and utility regulations, and safety
- Support local teams to provide technical support for charging installation questions
- Understand the home charging needs of our customers and develop solutions to address these needs timely and completely
- Get acquainted with different diagnostics tools and perform remote analysis on vehicle and installation
- Build and continuously update and expand a knowledge base for troubleshooting and customer support, so that our customer-facing teams have the best possible resources at hand
- Develop charging installation training materials for a variety of teams with different technical/non-technical backgrounds

Required Knowledge, Education and Experience:

- 3+ years of electrical installation or charging infrastructure experience
- Excited about electric vehicles and eager to contribute to the successful adoption of EVs in the APAC market
- Familiarity with automotive service processes a plus
- Experience with diagnostic tools and accurate data reporting (Internal and external) customer orientation and great problem-solving skills required
- Able to educate on complex topics and work with technical specialists and customer service professionals
- Experience working with technical specialists and customer service professionals
- Excellent customer orientation and proven track record of delighting customers
- English, Cantonese and Mandarin are essential. Japanese and Korean are a plus.

The Role

Tesla Motors is looking for an experienced Service Advisor to work on one of the most progressive vehicle brands in the world. This position requires a high level customer and employee interaction, so the ideal candidate will not only possess the technical acumen, but also the ability to provide a strong level of customer service. This position is located at our Service Center in Hong Kong; however, the role will require travel as needed and directed by management. If you are interested in becoming a part of a world class service team supporting the latest EV technology, we are interested in hearing from you.

Responsibilities:

- Answer Phone Calls, Emails and Drive In's to address any customer concern with the highest level of response and attention
- Return missed phone calls, email in no less than 5 minutes
- Determine if technical solution can be resolved over the phone; escalate immediately to Shop Foreman / Service Manager to provide immediate attention
- Accurately record issues and data into Dealer Management System. Attention to detail critical
- Conduct Transactions w/ system; walk customer through correction and provide summary.
- Communicate estimated completion time, regular updates and follow through on each customer vehicle.
- Coordinate the detail of every vehicle prior to delivery.
- Coordinate the delivery time or pick up with each customer.
- Follow up with Customer on services provided; ensure they are satisfied with the work performed.

Knowledge, Skills, and Abilities:

- Methods, techniques, parts, tools and materials used in the maintenance and repair of vehicles
- Operation and maintenance of a wide variety of hand power tools, shop tools, and automotive and electrical test equipment
- Understanding of basic automotive techniques related to repair and servicing of automobiles
- Ability to follow oral and written instructions with attention to detail
- Willingness to learn new and innovative automotive technologies
- Establish and maintain cooperative working relationships with those contacted in the course of work to include the public
- Perform detailed daily record keeping and reporting
- Effectively handle multiple priorities, organize workload, and meet deadlines
- Work in a team-based environment and achieve common goals

Requirements:

- Dealer Management System(s), Outlook, and MS Office
- Associate Degree or certificate in Automotive Technology, preferred
- Retail automotive service experience, preferred
- Fluency in Chinese and English



Vehicle Technician (車輛維修技師)

Tesla Motors HK Limited

The Role:

Tesla Motors is looking for an experienced Vehicle Technician to work on one of the most progressive vehicle brands in the world. This position requires a significant amount of customer interaction, so the ideal candidate will not only possess the technical acumen, but also the ability to provide a strong level of customer service. If you are interested in becoming a part of a world class service team supporting the latest EV technology, we are interested in hearing from you. More details about the job are listed below:

Responsibilities:

- Performs entry-level work in the inspection, repair, and service of Tesla electric vehicles
- Operate a variety of hand, power, and shop tools
- Perform equipment inspections, adjustments and certifications
- Perform Pre-Delivery Inspections (PDI) of new cars
- Maintain records of time, expenses and materials
- Order shop supplies and parts as and when needed
- Perform other related duties as assigned
- Help maintain cleanliness of vehicles and service center
- Effectively handle multiple priorities, organize workload, and meet deadlines
- Support journeymen technicians as needed
- Support sale events when required

Required Knowledge:

- Methods, techniques, parts, tools and materials used in the maintenance and repair of vehicles including testing, diagnosis, HVAC service, hydraulic, brakes, testing and repair of electronic systems and modules
- Operation and maintenance of a wide variety of hand and power tools, shop tools, test equipment
- Automotive equipment and servicing methods
- Experience using scan tools, following diagnostics and operating scopes/DVOM equipment
- Chemicals and lubricants used in automotive servicing

Education and Experience:

- Degree or Certificate from a Technical school / University program in Automotive Technology or equivalent experience
- 1-3 yrs experience in a dealership environment, 3-5 years in the automotive industry
- Factory Trained Status / OEM Training, Hybrid Experience a plus
- Certification to repair A/C systems and handle refrigerant desired
- Valid driver's license and insurance required
- Excellent oral and written communication skills as well as the ability to follow instructions required
- Ability to establish and maintain cooperative working relationships with those contacted in the course of work, including the public
- Maintain and perform top level professional integrity and appearance as an automotive technician

特斯拉現正招聘一位經驗豐富的車輛維修技師加入我們—世界著名的電動汽車有限公司。申請人除需要擁有汽車維修知識外，也必具備與客戶溝通的能力，並提供良好的客戶服務。取錄者將會於我們香港的維修中心工作，並於有需要時到外地工作。如果你有興趣成為世界級電動汽車服務團隊的一分子，我們誠意邀請你來信。工作詳情如下：

職責：

- 初步檢查及維修 Tesla 電動汽車
- 操作電力及各種車間維修工具
- 進行工場設備檢查，調整和認證
- 進行新車交付前的檢查 (PDI)
- 記錄及保存工作時間，費用和材料
- 購買工場耗材和所需零件
- 執行其他被委派的相關職務
- 保持車輛和維修中心整潔
- 同時有效地組織及處理多項工作，能依時完成項目
- 需要指導初級技術人員
- 支緩汽車推廣等活動及展覽

工作要求：

- 能懂不同的工具、材料、方法及技術去測試或診斷車輛零件，如 HVAC 系統、液壓、剎車、電子系統和模版
- 能操作和維修各種電力工具、工場設備及測試設備

- 懂電動汽車設備和維修方法
- 有應用掃描工具、診斷工具及 DVOM 設備等經驗及技術
- 了解車間內所有化學品和潤滑劑的使用方法

學歷要求:

- 2-5 年維修廠管理及文書經驗
- 中五畢業或持有相關汽車技術的副學士學位；或
- 取得相關汽車技工證書；或
- 持有機電工程署發出的車輛維修技工自願註冊計劃證書
- 3-5 年汽車代理商維修或 5 年汽車行業等相關經驗
- 有混能車輛維修經驗更佳
- 汽車生產商之維修訓練/ OEM 培訓經驗
- 空調系統維修和製冷劑處理證書
- 持有效 1 號及 2 號香港駕駛執
- 操流利粵語及英語，良好的英文及中文書寫能力。
- 無論對內對外都能建立及保持良好的合作關係
- 表現技術師應用的專業形象及職業操守

The Role

The primary goal of the Product Specialist is to provide a fun educational experience for customers who come into the Tesla retail store. The Product Specialist will accomplish this by handling all walk in store guests, answering questions, educating the public about the electric drive experience. An implicit responsibility of the Product Specialist is to conduct educational conversations and business dealings in a way that creates a superior customer experience that represents the Tesla brand.

Responsibilities

- Welcome all walk in guests, answer questions and generally manage the customer's Tesla experience in the most positive way
- Enthusiastically educate all customers and fans about the benefits of going electric
- Assist Owner Advisors in co-piloting test drives for Tesla enthusiasts and providing an experience that future customer would highly recommend to friends and family
- Help Tesla enthusiasts and future owners stay up to speed with Tesla by subscribing them to digital updates from the company and founder, Elon Musk
- Through conversations on the floor, identify future Tesla prospects and encourage them to get behind the wheel of a Tesla product for themselves
- Assist customers with purchases of apparel and keep inventory full and neat
- Provide high quality customer service to the existing Tesla owner community
- Keep up with industry trends and best practices.
- Help to develop a new way to market and sell cars to the community
- Your performance will be measured by your ability to engage and sign up potential customers in the store for updates and test drive and other event invitations from Tesla

Requirements

- Strong communication and customer service experience required
- Positive, enthusiastic and passionate about the changes in the personal transportation industry
- Ability to understand and convey business issues and technical concepts
- Strong sense of team mentality and reliability
- Ability to work evenings and weekends in a retail environment, retail experience a plus
- Valid driver's license in the country in which you are applying, 2 year minimum driving record required with a clean driving history
- For Macau Applicants, must be have working rights in Macau.