

Tesla Motors HK Limited

Delivery Experience Specialist

The Role

The Tesla Delivery team is committed to providing the best Ownership Experience possible to our customers. This position is a great opportunity to join a rapidly expanding technology company and have a direct impact on our delivery promise as customers take ownership of their new vehicles. The Customer Account Manager is the direct point of contact for new customers preparing to take ownership.

Responsibilities

- Welcome customers to the Tesla family by making their journey to ownership a delightful experience.
- Manage expectations and communication from the point of order until delivery for a defined pipeline of customers.
- Coordinate all aspects of the final transaction, including receipt of final payment and ensuring completeness of purchase, financing and registration documents.
- Regularly update the CRM system to ensure accurate and timely delivery information is available to management.
- Prepare vehicles and host delivery appointments, including new owner orientations tailored to the individual customer's needs and comfort level.
- Support the Delivery Manager in delivery center operations, task completion and ensuring superior customer service.
- Contribute ideas toward improving the Tesla delivery experience, as well as back end processes and procedures.
- Keep up with industry trends and best practices.
- Demonstrate a mastery of all Tesla products and services, as well as local incentives for EV owners.

Requirements

- Excellent verbal and written communication skills.
- Consistent record of customer service excellence.
- Enthusiastic and passionate about the changes in the personal transportation industry.
- Ability to work cross-functionally with sales, service, logistics, and admin teams.
- Ability to work across multiple systems (experience with Salesforce.com a plus).
- Strong organization and time management skills.
- Willingness to work on a flexible schedule, according to activity volume.
- Must have and maintain a valid driver's license and an acceptable and safe driving record.
- Bachelor's degree or the equivalent in experience and evidence of exceptional ability
- Automotive experience preferred.
- Proficiency in English and fluency in Cantonese required

Product Specialist

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 values.

Responsibilities

- Welcome walk in guests, answer questions and generally manage the customer's Tesla experience in a positive way.
- Educate the public about the electric car industry through enthusiastic conversations.
- 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.
- Legal right to work in Hong Kong
- Valid driver license with a clean driving record.
- Must have and maintain a valid driver's license and an acceptable and safe driving record.
- Must have two years of driving experience

Vehicle Technician

Responsibilities

- Performs journey-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 maintenance.
- Maintain records of time, materials and work performed.
- Order shop supplies.
- Perform other related duties as assigned

Requirements

- Knowledge of: 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.
- Extensive skill and experience using scan tools, following diagnostics and operating scopes/DVOM equipment.
- Chemicals and lubricants used in automotive servicing.
- Ability to follow oral and written instructions.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including the public.
- Perform daily record keeping and reporting.
- Effectively handle multiple priorities, organize workload, and meet deadlines.
- Work in a team-based environment and achieve common goals.
- Maintain and perform top level professional integrity and appearance as an automotive technician.
- Graduation from a university program in Automotive Technology or equivalent experience.
- 1-3 yrs experience in a dealership environment, 3-5 years automotive industry experience
- Hybrid Experience a Bonus.
- Factory Trained Master Status / OEM Training.
- Certification to repair A/C systems and handle refrigerant

Interested parties could send their resumes over to Recruiting-HK@tesla.com or apply any position online at www.tesla.com/careers or participate the walk in recruitment day on every Wednesday at our Head Office (Unit A, 27/F, TML Tower, 3 Hoi Shing Road, Tsuen Wan, HK)