

## Associate, Regional Consumer Affairs

Req ID 6162 - Posted 08/16/2016 - Georgia (Southern Region) - Sales – Regional

[https://career8.successfactors.com/career?company=HyundaiUSA&career\\_ns=job\\_listing\\_summary&navBarLevel=JOB\\_SEARCH&\\_s.crb=5EcnhbJZfjCs1zBc%2bLijd3Oh1I4%3d](https://career8.successfactors.com/career?company=HyundaiUSA&career_ns=job_listing_summary&navBarLevel=JOB_SEARCH&_s.crb=5EcnhbJZfjCs1zBc%2bLijd3Oh1I4%3d)

At Hyundai, we've rethought our business and created cars that combine performance, quality, design and innovation into a complete package.

***It's time you rethink what you expect from an employer.***

At Hyundai, we understand you're not just building a career – you're building a life. We believe in our people and realize that our success is a direct result of our commitment in offering you great opportunities for your career. If you would enjoy working in a dynamic environment and are looking for a chance to become part of a stellar team of professionals, we invite you to apply online today.

### **Purpose:**

~ Supports the Regional Consumer Affairs Senior Manager in the resolution of customer concerns as they relate to the sales and/or service experience of Hyundai customers and their vehicles. This involves the investigation, analysis and application of state lemon law for cases reported by the HMA 800 call center cases, BBB and/or state supported arbitration cases. This case handling should always build to HMA's core goals of Owner Retention, Repeat Sales and Dealer Support.

### **Major Responsibilities:**

- ~ Maintain accurate and timely Siebel case information.
- ~ Utilize available case information as a basis to further investigate and analyze case facts, customer allegations and the findings of the field including dealership, DPSM and FSE staff to reach a fair and equitable concern resolution with the consumer.
- ~ Respond in a professional manner by phone, mail, email or fax to consumers, dealers and regional field staff as needed in the resolution of customer concerns.
- ~ Assist DPSM's as assigned to manage all open, assigned consumer affairs cases.
- ~ Serve as liaison between HMA, National Consumer Affairs and Region staff/DPSM's and dealers.
- ~ Respond to consumers, the BBB, Attorney General or other governmental agencies in a timely manner to ensure HMA is in compliance with any statutory requirements.
- ~ Ensure open and timely communication with the Manager, Consumer Affairs with regard to any critical cases.
- ~ Support HMA & Regional objectives and goals.
- ~ All other duties as assigned by the Sr. Manager, Regional Consumer Affairs or the RPSM.

### **Authority:**

~ Position has the authority to approve goodwill to satisfy consumers with the approval of the Sr. Manager, Regional Consumer Affairs or the DPSM.

### **Education:**

- ~ Must be a high school graduate.
- ~ Bachelor's degree preferred.

### **Related Experience:**

~ Two to four years of direct customer contact experience working in a retail and/or wholesale automotive environment.

**Skill / Knowledge:**

- ~ Technical knowledge of automobiles and/or dealership operations.
- ~ Excellent general PC skills with Microsoft Word and Excel proficiency.
- ~ Excellent decision making skills with defined judgement ability and maturity.
- ~ Excellent organization and follow up skills.

Our Company adheres to the equal employment opportunity guidelines set forth by federal, state and local laws. The information requested on this form is sought in good faith and will not be used to discriminate against the applicant based on race, religion or creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic characteristics, marital status, sex or gender (which includes pregnancy, childbirth, or related circumstances), gender identity, gender expression, age, citizenship, sexual orientation, family care or medical leave status, military and veteran status, political affiliation, or any other characteristic protected by federal, state and local laws.