

# TESLA 2017 SUMMER INTERN PROGRAM

Tesla offers compelling opportunities for students seeking internships and co-ops. To be eligible for an internship or co-op, you must be actively pursuing a bachelors, masters, or graduate level degree. You need to know Tesla's mission, progressive philosophy, and it's a great opportunity for the right candidate to grow their networking-skills in global organization.

**Working Period:** 2017/7/3 - 2017/8/31, 40 hours weekly, flexible for shift on weekend

**Hourly rate:** NTD\$ 150

## HOW TO APPLY?

Email your English resume to [recruiting.tw@tesla.com](mailto:recruiting.tw@tesla.com)

With subject "Applied position\_Name" (ex: Product Specialist Intern\_Elon Musk)

**Deadline of Submission:** ~~2017/5/20~~ 履歷投遞截止時間為2017/6/9

Those who are qualified will be notified shortly.



# PRODUCT SPECIALIST INTERN (SALES TRAINEE)

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## 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
- 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
- Employee must seriously learn about the company and products related knowledge.
- Other Responsibilities: Perform other related duties as assigned, based on the business need

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## REQUIREMENTS

- Currently working towards a bachelor or master degree with excellent English ability
- Taiwan Drivers License is a must
- Highly appreciate Company culture and value
- Exceptional self-management and self-learning ability
- Positive, enthusiastic and passionate about the changes in the personal transportation industry
- Strong sense of team mentality and reliability
- Ability to work evenings and weekends in retail environment.

# FIELD SERVICE TECHNICIAN INTERN

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## RESPONSIBILITIES

- Perform complex and precise electro-mechanical debug, rework and repair
- Perform routine maintenance service on owner and internal fleet
- Help maintain clean work shop environment
- Help maintain and organize shop tool
- Support lot staff with vehicle moving and cleaning
- Support part department with stocking
- Operate a variety of hand tools, power tools, diagnostic and measuring equipment (including DMMs and oscilloscopes)
- Have flexibility to provide support for Taipei and Taichung
- Perform other related duties as assigned

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## REQUIREMENTS

- Currently working towards a BS, MS in relevant Automotive academic background
- Taiwan Drivers License is a must
- Must be able to work from complex and detailed documentation and/or verbal and written instructions depending on situation
- Strong computer skills. Comfort with Microsoft office and cloud-based computing programs. Ability to communicate and function well in a mobile office setting.
- Basic written English and basic verbal English is a plus

# SERVICE CONCIERGE INTERN

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## RESPONSIBILITIES

- Answer multi-line phones, directing calls to appropriate staff, answering questions, and taking messages as needed.
- Great all customers and maintain positive customer experience
- Handling credit card transaction and issuing receipt
- Provide effective and courteous service to all visitors and existing employees.
- Available to work on administrative activities and other management requests.
- Communicate with callers in a professional, friendly and efficient manner, striving to minimize the amount of time spent on hold.
- Effectively handle multiple priorities, organize workload, and meet deadlines
- Work closely with the Service and Delivery team to ensure a great ownership experience
- Maintain clean lobby area and office area
- Maintain customers lobby snack and drink area
- Maintain strict uniform and professional appearance

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## REQUIREMENTS

- Currently working towards a bachelor or master degree.
- An upbeat, energetic, positive, mature and professional attitude.
- Show attention to detail and accuracy.
- Have the ability to work well under pressure and with a diverse range of personalities.
- Excellent communication and written skills – Chinese
- Good verbal and written skills – English
- MS Office

# MARKETING INTERN

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## RESPONSIBILITIES

- Assist in media scan and report drafting.
- Assist in the planning process for the Taiwan events calendar, working across multiple teams to establish target destinations for test drive and lead generation events.
- Assist in project managing and staffing individual events, negotiating with venues, coordinating resources, multi-channel promotion where required and ensuring an exceptional delivery of all events.
- Assist in digital marketing campaigns, including producing webpages, social media and e-shots.
- Assist in the control and management of a team budget.
- Assist in the coordination of the Taiwan marketing fleet and event resources.
- Assist in any ad hoc marketing activities that will arise on a frequent basis.

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## REQUIREMENTS

- Currently working towards a bachelor or master in relevant business or marketing background
- Excellent English written and spoken skills.
- Be thoroughly organized and be able to take on responsibility for multiple actions or activities simultaneously.
  - Be able to work in a team and as well as individually, and able to prioritize effectively.
  - A strong and confident communicator with a professional/corporate demeanor, able to interact with senior stakeholders and customers alike.
  - Possess drive, enthusiasm and a genuine interest in the business and the automotive and technology industries as a whole.
  - To operate effectively and comfortable working in a very fast moving, developing and constantly changing company.

# IT INTERN

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## RESPONSIBILITIES

- Provide IT support locally and regionally.
- Respond to issues via phone, electronically, in person and advise customer of the appropriate action
- Diagnose hardware/software problems and work with global IT teams to resolve
- Identify and escalate situations requiring urgent attention
- Stay current with internal system information, changes and updates
- Contribute to IT projects and post release support

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## REQUIREMENTS

- Currently working towards a bachelor or master in relevant Computer Science or Technology background
- Familiar with Windows, network and coding principles
- Ability to diagnose problem and research for resolution
- Fast learner on new technology and business processes
- Fluency in English and Chinese