Original Equipment (OE) Customer Service Representative Analyst

담당 업무

HOW YOU WILL MAKE AN IMPACT

SG 9/10

Demand Planning & Forecast Analysis:

- Support the collaborative forecasting process for assigned customer accounts by working with Sales, Operations, Customer Service, and customer planning teams.
- Review and analyze customer forecast releases, identify demand variances, and communicate changes to stakeholders.
- Maintain regular communication with customer analysts regarding forecast updates and demand planning activities.
- Prepare and analyze forecast versus shipment performance reports and identify trends and opportunities for improvement.

Order Management & Customer Service:

- Monitor product availability and support supply continuity for assigned customer accounts.
- Process and manage customer orders from receipt through delivery, ensuring accurate order execution and fulfillment.
- Investigate and resolve order-related issues while serving as a key customer contact for supply chain execution matters.
- Coordinate transportation schedules and support shipment planning activities to meet customer requirements.
- Communicate potential supply or delivery constraints and assist in developing alternative solutions.
- Monitor shipment status and delivery performance to ensure timely customer fulfillment.

Inventory Management:

- Maintain Production-Sales-Inventory (PSI) planning files and reports to support replenishment planning and inventory control.
- Track inventory levels, production plans, and shipment performance against customer requirements.
- Analyze inventory aging and support actions to reduce excess and obsolete inventory.
- Collaborate with cross-functional teams to manage inventory transitions, phase-ins, and phase-outs.

Reporting, Analytics & Continuous Improvement:

- Develop and maintain supply chain reports related to demand forecasts, inventory performance, service metrics, and logistics costs.
- Perform data analysis to identify trends, risks, and opportunities to improve customer supply chain performance.

직무-아이디
REF100168F

모집 분야
자재물류

지사
Auburn Hills

리더십 레벨
Leading Self

근무 유형
Hybrid Job

근무 시간
Full time

법률 고지
Continental Tire the Americas, LLC

- Support continuous improvement initiatives focused on enhancing supply chain processes, data accuracy, and operational effectiveness.
- Utilize supply chain systems and planning tools to support business operations and decision-making.
- Participate in cross-functional and regional supply chain projects as required.

지원자 프로필

WHAT YOU BRING TO THE ROLE

- Bachelor's degree in Supply Chain Management, Logistics, Business Administration, Engineering, or a related field.
- Experience or internship exposure in demand planning, customer supply chain, logistics, inventory management, or operations.
- Strong analytical and problem-solving skills with proficiency in Microsoft Excel and reporting tools.
- Strong communication and organizational skills with the ability to manage multiple priorities.
- Customer-focused mindset and ability to collaborate effectively across functions.

ADDITIONAL WAYS TO STAND OUT

- Automotive industry experience
- Working knowledge of ERP and supply chain planning systems (SAP, APO, SCM, PSI, or similar systems preferred).

처우 조건

THE PERKS

- Immediate Benefits
- Robust Total Rewards Package
- Paid Time Off
- Volunteer Time Off
- Tuition Assistance
- Employee Discounts, including tire discounts
- Competitive Bonus Programs
- Employes 401k Match
- Diverse & Inclusive Work Environment with 20+ Employee Resource groups.
- Hybrid Work
- Employee Assistance Program
- Future Growth Opportunities, including personal and professional
- And many more benefits that come with working for a global industry leader!

EEO-Statement:

EEO / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender

identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities for qualified individuals with a disability and protected veterans, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to Careers@conti-na.com or contact US Recruiting at 800-821-2727. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

Ready to drive with Continental? Take the first step and fill in the online application.

기업 소개

THE COMPANY

Continental is a leading tire manufacturer and industry specialist. Founded in 1871, the company generated sales of €19.7 billion in 2025 and currently employs around 76,000 people in 54 countries and markets.

Tire solutions from the Tires group sector make mobility safer and smarter. Its premium portfolio encompasses car, truck, bus, two-wheel, and specialty tires as well as smart solutions and services for fleets and tire retailers. Continental has been delivering top performance for more than 150 years and is one of the world’s largest tire manufacturers. In fiscal 2025, the Tires group sector generated sales of 13.8 billion euros. Continental's tire division currently employs around 53,000 people worldwide and has 19 production and 16 development sites.