

Original Equipment (OE) Customer Service Representative Analyst

หน้าที่ความรับผิดชอบในงานของคุณ

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



รหัสตำแหน่งงาน

REF100168F

สาขางาน

งานโลจิสติกส์ หรือขนส่ง

ที่ตั้ง

Auburn Hills

ระดับความเป็นผู้นำ

Leading Self

ความยืดหยุ่นในการทำงาน

ทำงานนอกสถานที่และที่บริษัท

เวลาทำงาน

งานเต็มเวลา

นิติบุคคล

Continental Tire the Americas, LLC

improve customer supply chain performance.

- 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.

โปรไฟล์ของคุณ

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).

ข้อเสนอของเรา

THE PERKS

- Immediate Benefits
- Robust Total Rewards Package
- Paid Time Off
- Volunteer Time Off
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- Employee Discounts, including tire discounts
- Competitive Bonus Programs
- Employee 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:

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เกี่ยวกับเรา

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.