Bilingual Technical Product Specialist TT - Technical Customer Service

Descrição da função

HOW YOU WILL MAKE AN IMPACT

SG 10

An active role in the Canadian market supporting product complaints, fleet concerns, technical support to sales. Respond to technical issues, and follow new production tires for market acceptance. Work with internal and external teams to help train them on warranty complaints and processes. Timely reporting of findings into the Global Warranty system.

Responsible for monitoring and maintaining of quality assurance processes, procedures and controls to meet established performance, quality and safety standards.

Technical product service: Provide qualified resolution of technical and/or product related questions from end-users; Consulting of local sales and marketing organization in technical questions/aspects; Provide technical training and presentations to field sales team.

Warranty: Adjudicate warranty tires at customer account locations; provide competent feedback to customers on failure modes.

Provide technical field support in retread and digital solutions

Product Performance Monitoring: Provide relevant tire samples and info into the Corporate Early Warning System; Evaluate, track, and summarize performance reporting vs. competition at customer

Customer Services: Provide technical evaluation to fleet customers; travel with Territory Sales Manager and Key Account Managers and/or replacement dealer/fleet sales managers to provide technical support; Evaluates and report on new product performance in the America sales region; Represent Continental on tire technical issues at customer locations. Prepare and conduct professional presentations to internal and external clients, including upper management and executive teams.

This is an open position and the use of AI is not used in the selection process. Estimated starting salary range is $82k – 110k depending on experience and location of the candidate.

Requisitos

WHAT YOU BRING TO THE ROLE

- Relevant Bachelors degree or Equivalent
- 2+ years experience in the field of tire or vehicle technology, or 5+

Identificação da vaga
REF100562S

Área funcional
Marketing and Sales

Local
Ottawa

Nível de liderança
Leading Self

Modalidade de trabalho
Remote Job

Horário de trabalho
Full Time

Pessoa jurídica
Continental Tire Canada, Inc.

years if no relevant Bachelors Degree
- Polished presentation skills; ability to instruct effectively
- English & French fluency
- Home office to be located near an airport
- Frequent travel (50+%)
- Ability to stack, unstack and handle commercial vehicle Tires and Equipment
- Valid drivers license and passport
- Legal Authorization to work in Canada is required. We will not sponsor individuals for employment visas for this job opening.
- Continental is not able to pay relocation expenses for this opportunity.

PREFERRED QUALIFICATIONS

- Customer service experience.
- Knowledge of tire manufacturing, testing or failed tire analysis experience
- Truck Tires Sales and/or R&D experience

O que oferecemos

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

Quem somos

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.