

Inside Sales Analyst

Your tasks

Order Management: Receive customer orders through phone call, email, CONTILINK, EDI, Sales team

Avoid manual changes in the orders, granting that customer master is duly maintained (open ticket to the responsible department). Unblock, check stock, allocate product, verify weights, request completion. Request prices if any item is missing.

Maintain Requested delivery dates updated, and customers informed about order/delivery status

Avoid aged orders/follow procedures established

Make sure orders have correct information to generate correct documentation/confirm all details before releasing order for shipment

Customer Service: Accurate customer service to ensure information quality and resolve their issues through:

- Managing solutions for post-sales problems such as delivery delays, incorrect billing, product unavailability, claims, etc;
- Interfacing with areas such as marketing, finance, and logistics for solutions and improvements in customer service processes.

Provide good experience to customers

Sales Support & Reports: Negotiate deadlines with clients, interacting with logistics and finance departments to meet both their needs and the company's cost and availability interests.

Provide support to clients regarding delivery times, material availability, delivery discrepancies, pricing, established deadlines, and price information.

Track unmet orders offering the client an estimated delivery time or a suggestion for a substitute product

Provide reports on timing agreed

Shipping Plan, Invoicing: Follow up on deliveries Inform salesmen about credit status of customers

Coordinate loading capacity levels in warehouses throughout the month Follow up on loadings (make sure planned shipments were effected and keep customers informed) Keep tracking of invoicing targets

Inform clients about products, promotions, and opportunities through calls and emails to enhance their ability to recognize business



Job ID
REF49044L

Location
Quito

Leadership level
Leading Self

Job flexibility
Hybrid Job

Legal Entity
Continental Tire Andina S.A.

opportunities

Manage Customer Master Data.

Interact with Supply Chain, Logistics, Credit, Pricing and Controlling areas, granting smooth process from order entry up to deliveries to customers

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Your profile

We are looking for a person that enjoys team working and can identify and investigate problems.

Experience in the Supply Chain, Customer Service, Purchasing among related areas: min 1 year of experience

Desirable SAP SD knowledge

Mandatory second language (English)

Our offer

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

About us

Continental, a German multinational that offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transport. In 2020, it generated sales of €37.7 billion and currently employs around 235,000 people in 58 countries and markets. In 2021, the company celebrates its 150th anniversary.