

## Customer Service Analyst - (Internal Application)

### Your tasks

#### INTERNAL PERSONNEL APPLICATION ONLY

- Verify electronic data interchange (EDI) from customers is applied into SAP properly. Troubleshoot errors and pursue corrective actions. This may require mater data revision, setting up new schedule agreement, working with help desk, and contacting customer to resolve the errors.
- Develop daily shipping requirements in SAP based on customer releases and PO.
- Monitor the customer scorecard results.
- Follow customer dispute process which may require one-on-one contact with the customer to negotiate on Continental's behalf. Often requires research and gathering supporting documentation.
- Participate in conference calls with the customer representing Continental's interest in negotiating delivery and shipment arrangements with the customer. This effort increases when production is behind and unable to meet on-time delivery.
- Analyze error reporting and take corrective action to resolve issues.
- Manage customer container inventory records to maintain accuracy. Resolve shortages and other issues with the customer.
- Liaison between production teams and customers to provide accurate ship commitments.
- Track Continental consignment inventory.
- Support financial transactions for accurate reporting.
- Resolve shipping discrepancies with the customer through contact with the carrier of the freight and customer inventory control contact.
- Track shipments to customers made at Continental expense (premium freight).
- Prepare and present obsolescence claims to customers.
- Attend volume planning reviews. Contact customer to clarify questionable volumes from the meeting.
- Maintain customer systems. Updating contact list, packaging types, carton density, etc.
- Resolve invoice issues for Continental AR department.
- Participate in Continental Business Systems (CBS) projects to improve processes.

### Your profile

- High School Diploma or GED.
- 3+ years customer service experience.
- Excellent written and verbal communication skills.
- Excellent organization and attention-to-detail skills.
- Proficient in Microsoft Office programs.
- Must be able available when required.
- Associate's Degree.
- Experience using SAP system.
- Customer service experience supporting a manufacturing environment.



Job ID  
**REF50633A**

Field of work  
**Logistics**

Location  
**Santiago de Querétaro**

Leadership level  
**Leading Self**

Job flexibility  
**Hybrid Job**

Contact  
**Manuel Rosales**

Legal Entity  
**Continental Autonomous  
Mobility Mexico S de RL de CV**

## **Our offer**

At Continental we are committed to building an inclusive and discrimination-free ecosystem in Mexico, these principles are rooted in our corporate philosophy and culture. Therefore, it is totally forbidden to request a pregnancy or HIV test as part of our selection processes.

#LI-MR1

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

## **About us**

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transportation. In 2022, Continental generated sales of €39.4 billion and currently employs around 200,000 people in 57 countries and markets.