

Field Engineering Specialist - Truck Tires

工作职责

This role will support Observation to Improvement (O2I) process, support of Product Performance Monitoring, Warranty tracking for Truck Tire Technical Customer Services in South America. Manages and ensures support of Marketing & Sales activities in the market through technical field services incl. adjustment handling (warranty analysis), training and PPMo tracking. Provide support to projects and processes as directed by TCS Management. Maintain strong technical customer service support to both internal and external stakeholders, which includes, but not limited to, distribution, dealers, fleets and consumers.

Ensure that the activities related to warranty complaint handling are executed according to the company rules, procedures, EoTC (Example of Tire Conditions) and to the applicable laws in South America.

PPMo (Product Performance Monitoring): Organization & implementation of tire monitoring processes aligned to Product Management strategy, perform and support tire tracking in the market.

Provide relevant information over the product conditions found in the market by releasing technical reports which meet all the official company formats and requirements to all involved groups, e.g: Sales, R&D, etc.

Support the O2I (Opportunity to improvement) process, tire request and shipment, A3 format fulfilling support, description of tire and usage conditions, organizing O2I meetings agenda and proper ID's tracking/presentation according to the needs of the TCS area.

Support R&D and Quality departments with relevant (technical, market, customer behavior, tire application) information.

Support callback activities according to the defined rules and procedures in Mercosur.

Responsible for carrying on the technical support (technical visits, field investigation and analysis) for TT customers in the market.

Provide technical information to internal and external customers, by releasing technical service bulletins and related documentation.

Provide support in the company training activities and technical training development material (internal and external trainings), by participating in all required training sessions as a technical instructor.

你的档案

Graduation in Engineering, Administration or related areas

Experience in tire segment (truck tire market)

Experience in Leading projects

Customer relationship and product knowledge.

Product performance and application.



职位号码

REF56279W

所在地

Jundiaí

领导力级别

Leading Self

工作场所灵活度

Hybrid Job

法律个体

Continental do Brasil Produtos Automotivos Ltda.

English - Advanced

Spanish (desirable)

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