

# SAM PLT Inside Sales Coordinator

## Ihre Aufgaben

1. Management of teams located in Brazil and Ecuador
  2. Fully support to Management providing information that will support on strategic decisions
  3. Follow up on team activities, reports, daily invoicing x month sales targets
  4. Grant Procedures in place (created/revised) and team duly trained
  5. Your team is responsible for:
- **Order Management:** Order receipt and entry (SAP), daily negotiation with customers about order status, delivery date, minimum quantities, replacements, etc. Order management from order receipt to final delivery to customer, considering the different Incoterms negotiated. Inside sales activities, supporting the Sales team with status of orders per salesperson, per region, reports about open orders, always following up invoicing and targets previously defined.
  - Support to Sales team: interaction with other internal departments like Logistic, Supply-Chain, etc, in order to provide accurate information to customer, also negotiating delivery date. Support customer with information about stock, Prices, instructions about how to act in situations like delivery discrepancies, payment term changes, new codes to be registered into our Customer Master Data.
  - **Direct Sales:** support Sales Team with direct calls to customers in order to increase sales volume, by providing options, offering material that is available in stock, for example. Identify region not reaching the goals in order to focus correctly, the needed direct sales actions.
  - **Operations:** grant the invoicing flow, avoiding open orders. Daily follow up on orders and shipments status. Control the volume being shipped daily, follow up on the KPIs established in the Sales Operations Area.
  - **Master Data:** start and maintenance of customer master data.
  - **Procedures:** follow procedures and keep them updated.

## Ihr Profil

- Required complete graduation in Business Administration or related areas.
- Experience with Microsoft office 365, with advanced Excel knowledge.
- We are looking for a person that enjoys team working and is able to identify and investigate problems, also implementing good solutions, granting a continuous improvement process
- Previous experience in Customer Service, order entry and order management into SAP.



Job ID  
**REF57001Y**

Standort  
**Jundiaí**

Leadership Level  
**Leading People**

Job Flexibilität  
**Hybrid Job**

Rechtliche Einheit  
**Continental do Brasil Produtos Automotivos Ltda.**

- Required negotiation skills (customers and stakeholders).
- Basic SAP SD knowledge.

**Mandatory:**

- Advanced English Level.
- Intermediate Spanish Level.
- Proven previous experience with Leadership

**It will be considered a plus:**

- Experience with Power BI, SAP Script, VBA
- Basic knowledge of automotive market
- Basic knowledge of Foreign Business and International Trade Orders

**Unser Angebot**

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**Über uns**

Continental, a German multinational company 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 celebrated its 150th anniversary.