

# Customer Quality Specialist -- Mid West Region

## Responsabilități

This position can be located in **Fort Wayne, IN, Columbus, OH or Louisville, KY** preferably near an Automotive OEM Assembly Plant

### HOW YOU WILL MAKE AN IMPACT

- Responsible for initial interface on quality issues at our customer plant locations
- Manage activities during our product launch phase to minimize costs and quality issues
- Support, monitor and analyze quality problems at our customer plant locations
- Develops corrective actions, solutions, and improvements in partnership with our plants and internal OESL teams.
- Supports in the production phase in maintaining, troubleshooting, and problem-solving quality issues with our customer
- Identifies, participates in, and leads quality improvement projects utilizing the concepts of Lean and Six Sigma
- Support plants on sorting actions, pre-analysis of return parts
- Responsible for initial processing of 0-km issues and, if applicable, warranty field returns

## Cerințe

### WHAT YOU BRING TO THE ROLE

- Bachelor's degree in a related field
- 2+ years' experience in a technical/customer quality role
- Knowledge of Quality requirements and tools for assigned customers (incl. reporting/score cards)
- General automotive technology
- Knowledge of general quality methods and tools and Knowledge of IATF requirements
- Good Communication skills (incl. Negotiation and conflict resolution techniques)
- Planning and organizational skills
- Solid experience in problem-solving techniques and methodologies
- Willingness to travel on short notice
- Willingness to answer calls also during off hours
- Travel up to 50% to plant locations

**Legal authorization to work in the U.S. is required. We will not sponsor individuals for employment visas now or in the future for this job posting.**

**No relocation provided for this role.**

### ADDITIONAL WAYS TO STAND OUT

- Bachelor's degree in Engineering



Job ID  
**REF73487L**

ID poziție  
**Calitate**

Domeniul de activitate  
**Louisville**

Nivelul de Leadership  
**Leading Self**

Flexibilitatea programului de lucru  
**Remote Job**

Persoană juridică  
**ContiTech North America, Inc.**

- Technical Knowledge of ContiTech/OESL products

## **Oferta noastră**

### THE PERKS

- Immediate Benefits
- Paid Time Off
- Tuition & Employee Discounts
- Annual Bonus
- Employer 401(k) Match

And more benefits that come with working for a global industry leader!

All your information will be kept confidential according to EEO guidelines.

### **EEO-Statement:**

EEO / AA / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to [Careers@conti-na.com](mailto:Careers@conti-na.com) or contact US Recruiting at 248.393.5566. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

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

## **Despre noi**

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 2023, Continental generated sales of €41.4 billion and currently

employs around 200,000 people in 56 countries and markets.

ContiTech is one of the world's leading industry specialists. The Continental group sector offers its customers connected, environment-friendly, safe and convenient industry and service solutions using a range of materials for off-highway applications, on rails and roads, in the air, under and above the ground, in industrial environments, for the food sector and the furniture industry. With about 42,000 employees in more than 40 countries and sales of some 6.8 billion euros (2023), the global industrial partner is active with core branches in Asia, Europe and North and South America.

#### **AAbout Original Equipment Solutions:**

With more than 17.000 employees and around 2bn€ sales, present in 15 countries with 35 locations and tech centers - OESL is a global player in the automotive sector with extended material competence in rubber, plastic and metal, serving all major OEM's and commercial vehicle customer needs with millions of parts in high quality.