

Customer Success Manager - Digital Solutions - Truck Tire

Your tasks

HOW YOU WILL MAKE AN IMPACT

SG 10/11

Are you passionate about delivering exceptional customer experiences? Do you thrive in a role that blends marketing, customer success, and technical expertise? Join our **Truck Tire Digital Solutions** team as a **Customer Success Manager** and help drive the success of our customers using **ContiConnect**!

Why You'll Love This Role:

As a **Customer Success Manager**, you'll play a pivotal role in ensuring our customers maximize the value of our digital solutions. You'll work closely with sales, marketing, and product teams to enhance customer relationships, drive adoption, and improve retention. If you're a proactive problem solver with strong communication and technical skills, we want to hear from you!

What You'll Do:

Customer Relationship Management

- Build and maintain strong customer relationships.
- Conduct regular check-ins and business reviews.
- Serve as a key liaison between customers and internal teams.

Customer Success & Retention

- Develop strategies to enhance customer satisfaction and reduce churn.
- Identify opportunities to improve customer experiences and engagement.

Training, Support & Enablement

- Train customers on the effective use of **ContiConnect** software.
- Monitor customer usage and provide support for full adoption.
- Deliver product demonstrations and presentations.

Performance Analysis & Reporting

- Analyze customer data to identify trends and upsell opportunities.
- Report on performance metrics and recommend improvements.

Collaboration & Process Optimization

- Work with sales, marketing, and product teams to enhance customer experience.
- Optimize CRM processes and oversee lead management.



Job ID

REF78334R

Field of work

Marketing and Sales

Location

Fort Mill

Leadership level

Leading Self

Job flexibility

Hybrid Job

Legal Entity

Continental Tire the Americas, LLC

Product Feedback & Development

- Collect and communicate customer feedback to inform product enhancements.

Your profile

WHAT YOU BRING TO THE ROLE

- Bachelor's degree in Business, Marketing, Computer Science, or a related field
- 2+ years' related professional experience
- Strong understanding of SaaS products and services
- Excellent communication and interpersonal skills.
- Strong organizational skills
- Strong analytical background with reporting experience
- Continental is able to pay relocation expenses for internal candidates only
- Legal Authorization to work in the US is required. We will not sponsor individuals for employment visas now or in the future for this job opening.

ADDITIONAL WAYS TO STAND OUT

- 5+ years' related professional experience
- Ability to manage multiple customer accounts and projects simultaneously.

Our offer

THE PERKS

- Immediate Benefits
- Robust Total Rewards Package
- Paid Time Off
- Volunteer Time Off
- Tuition Assistance
- Employee Discounts, including tire discounts
- Competitive Bonus Programs
- Employee 401k Match
- Diverse & Inclusive Work Environment with 20+ Employee Resource groups.
- Hybrid Work
- Employee Assistance Program
- Future Growth Opportunities, including personal and professional
- And many more benefits that come with working for a global industry leader!

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 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.

About us

THE COMPANY

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 preliminary sales of €41.4 billion and currently employs around 200,000 people in 56 countries and markets.

Tire solutions from the Tires group sector make mobility safer, smarter, and more sustainable. Its premium portfolio encompasses car, truck, bus, two-wheel, and specialty tires as well as smart solutions and services for fleets and tire retailers. Continental delivers top performance for more than 150 years and is one of the world's largest tire manufacturers. In fiscal 2023, the Tires group sector generated sales of 14 billion euros. Continental's tire division employs more than 56,000 people worldwide and has 20 production and 16 development sites.

Are you ready to shape the future with us?