

# Customer Logistics Agent

## Descrição da função

- Ensure the order acceptance, the complete order processing and the delivery to international customers (Monitor order entry and create orders)
- Coordination of special freights
- Daily coordination of delivery dates with customers, production, demand fulfillment and sales
- Allocate available stock due to orders
- Create, review and submission of standardized documents (e.g. order confirmation, back order overview)
- Responsible for the response in customer portals
- Processing of customer inquiries (requirements in customer web portals)
- Handling of special customer requirements in collaboration with other Interfaces Ensure the claim acceptance incl. handling of returns and the complete claim processing (logistic claims)
- Enter technic related claims and transfer/ tracking to QS/ QM
- Searching for mistakes/ causes of claims and gathering all relevant information regarding those
- Initiation of the required measures
- Documentation of the claims in SAP Modules: SD, WM/ EWM and QM
- Creation of Claim Analysis (Quantity, Type of error, failure key, processing time)
- Coordination of supplier claims
- Stock clearance as a service for our customers (without storage process)
- Responsible for starting the e-sign process for credit/ debit notes



Identificação da vaga  
**REF78672H**

Local  
**Szeged**

Nível de liderança  
**Leading Self**

Modalidade de trabalho  
**Hybrid Job**

Pessoa jurídica  
**ContiTech Rubber Industrial Kft.**

## Requisitos

- successfully completed studies or successfully completed commercial training
- at least 1 year of professional experience in the area of SCM / Customer Service (order processing)
- First experience with international customers
- German Language required
- fix term position

## O que oferecemos

We want our employees to do well with us. That's why we offer them not only an exciting job in an international technology group, but also numerous additional offers such as flexible and hybrid working, sabbaticals and other benefits.

Sie wollen mit uns Gas geben? Starten Sie durch und bewerben Sie sich jetzt!

## **Quem somos**

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.

With its premium portfolio in the car, truck, bus, two-wheel and specialty tire segment, the Tires group sector stands for innovative solutions in tire technology. Intelligent products and services related to tires and the promotion of sustainability complete the product portfolio. For specialist dealers and fleet management, Tires offers digital tire monitoring and tire management systems, in addition to other services, with the aim of keeping fleets mobile and increasing their efficiency. With its tires, Continental makes a significant contribution to safe, efficient and environmentally friendly mobility.