

Service Center Analyst

Your tasks

- Order capture:
 - Review and validate customer orders to ensure all information is accurate and complete.
 - Accurately enter orders into the order management system.
 - Ensures all orders are correctly recorded and ready for processing.
 - Always maintain clear and professional communication with customer at all times.
- Analysis of Reports and KPIs
- Customers manage
 - Act as a facilitator for the customer by constant communication to understand & anticipate their needs, make proposals, do follow ups on orders, etc.
 - Analyze data related to order handling and generate regular reports for Customer.
- Active Sales:
 - Actively seeking out new customers rather than waiting for them to come to you increases the number of potential sales opportunities.
 - Provides immediate feedback from potential customers, allowing for quick adjustments in sales strategies and tactics.
 - Share information about active discounts.
- Credit notes and rebilling.
- Development and implementation of internal projects in the area

Your profile

- **REQUIRED KNOWLEDGE*** (Technical, Specialized, and/or Methodical).
 - Customer Centricity (I&E).
 - SAP Applications (SD desirable).
 - Data IT Tools: Microsoft office (Excel, Word, Power Point).
 - Customer negotiation.
 - Data-requirements gathering, validation and Analysis.
 - KPI Management.
 - Planning, organization and executing.
- **Education / Certification:**
Bachelor's Degree (industrial engineer, business, marketing or related).
- **Professional Experience:**
0 to 3 years in house sales or sales administration.

Our offer

Continental we are committed to building an inclusive and discrimination-free ecosystem in Mexico, these principles are rooted in our corporate philosophy and culture. Therefore, it is totally forbidden to request a pregnancy or HIV test as part of our selection processes.

#LI-AT1At



Job ID
REF78680I

Field of work
Logistics

Location
Ciudad de México

Leadership level
Leading Self

Job flexibility
Hybrid Job

Contact
AZAEL TERRONES

Legal Entity
Continental Tire de México, S. de R.L. de C.V.

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

About us

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.