

CN_Technical Warranty Engineer

工作职责

Provide professional diagnose/analysis tires for O2I meeting;
Make technical training/consulting to support FEs and sales & marketing. Monitor PLT product performance through market return tires inspection. Inspection Center Operation.

Warranty/Adjustment

- Handle all incoming warranty tires in a professional and friendly manner;
- Diagnose professionally PLT tires about the root cause of durability issues;
- Report accurately all adjustment cases in SAP and other reporting tools.
- Issue Inspection Report for customers.

Product Performance Monitoring

- Conduct Product Performance Monitoring with diagnosing warranty tires, including product quality and durability problem;
- Evaluate and benchmark the performance of Conti vs main competitors in defined performance criteria;
- Ensure proposal tires for O2I meeting actively and in time send to Hannover;

Training/support Sales and marketing

- Set up the local Customer Service workshop and technical training center according to the market requirements;
- Collect valuable/typical complaint tires to set up the training tires museum/pools for sales team training;
- Make a tailor-made training according to sales & marketing requirements, added value training;
- Participate the accident, media issue to support Field Engineers and sales team;
- Support OE team for customer (OEMs) technical training and support.



职位号码

REF79347R

所在地

He Fei Shi

领导力级别

个人贡献者

工作场所灵活度

混合式办公

法律实体名称

Continental Tires Co., Ltd.

Others

- Inspection Center daily operation includes machine maintenance, calibration, 5S, tire receiving, and delivering.
- Inspection Center warehouse stock management and regular scrap activity monitoring.
- Support the inbound/outbound tire check/inspection for RDCs.
- Regular training and examination for internal colleagues.

职位要求

Bachelor's Degree in Engineering.

More than 3 years of experiences in technical customer service / after sales service for foreign invested, or JV company in automotive industry (preferred tire industry).

Fluent Mandarin is required. (Only for the position in Guangdong province: Additionally Cantonese is required.) Good English is preferred.

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大陆集团专业开发前沿性技术与服务，以人和货物运输为着眼点，致力于打造可持续且可联动的交通方式。集团成立于 1871 年，作为一家科技企业，它负责为车辆、机器、交通及运输行业提供安全、高效、智能且经济实惠的解决方案。2022 年，大陆集团实现营收 394 亿欧元，目前在全球 57 个国家和市场地区雇约 20 万名员工。

轮胎子集团凭借其为汽车、卡车、公共汽车、两轮和特种轮胎领域打造的优质产品组合，已成为创新型轮胎技术解决方案的代名词。集团以轮胎与促进可持续发展为着眼点，相应推出了多款智能型产品和服务。针对专业经销商和车队管理商，轮胎子集团在其他服务的基础上，为之打造了数字轮胎监控和轮胎管理系统，从而在保持车队机动性的同时，亦提高了车队效率。凭借其轮胎业务，大陆集团为实现安全、高效以及环保的交通方式做出了重要贡献。