

# Customer Logistics

## 工作职责

### Responsibilities:

#### Order Processing and Customer Service:

- Ensure complete order acceptance, processing, and delivery to international customers
- Monitor order entry and create orders in the system
- Coordinate special freights and daily delivery dates with customers, production, demand planning, and sales teams
- Allocate available stock to orders efficiently
- Create, review, and submit standardised documents (e.g., order confirmations, back order overviews)
- Process customer enquiries and requirements through various channels, including customer web portals
- Handle and resolve customer enquiries via email and phone in a timely and accurate manner
- Provide outstanding customer service to improve customer satisfaction and relationships
- Update customer details regularly in SharePoint

#### Logistics and Documentation:

- Ensure daily and timely transmission of incoming EDI messages
- Guarantee accurate and punctual transmission of Advanced Shipping Notices (ASNs) to customers
- Coordinate with forwarders, warehouses, and dispatching departments for efficient communication
- Implement and test new EDI connections in cooperation with IT (for incoming orders and ASNs)
- Manage claims in collaboration with Quality Assurance/Quality Management teams, including claim reports and follow-up procedures

#### Process Improvement and Compliance:

- Implement, monitor, and optimise work instructions for the logistics department
- Coordinate small projects and support larger logistics initiatives
- Develop and follow measures to improve occupational safety in the logistics area
- Comply with company policies, rules, and regulations (e.g., working schedule, contract terms, quality management, health and safety, environmental protection, fire prevention, data protection policy)
- Participate in continuous improvement efforts for logistics processes and customer service standards

#### Collaboration and Communication:

- Work closely with internal departments such as sales, production, and



职位号码

**REF82490W**

工作职能

物流

所在地

**Timișoara**

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

**ContiTech Thermopol Romania  
S.R.L.**

IT to ensure smooth order fulfilment

- Liaise with external partners, including freight forwarders and customs agencies, to facilitate efficient international shipments
- Prepare and present regular reports on logistics performance metrics and customer satisfaction levels
- Contribute to team meetings and brainstorming sessions to identify areas for improvement in logistics operations

Professional Development:

- Stay updated on industry trends, best practices, and emerging technologies in logistics and supply chain management
- Participate in relevant training programs to enhance skills in customer service, logistics software, and international trade regulations

职位要求

Qualifications:

- Successfully completed studies in logistics, supply chain management, business administration or a related field, 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
- Fluent in English, both written and spoken
- Proficiency in Microsoft Office suite, particularly Excel for data analysis and reporting
- Experience with Enterprise Resource Planning (ERP) systems and Electronic Data Interchange (EDI)
- Strong analytical and problem-solving skills with attention to detail
- Excellent communication and interpersonal skills for effective customer service
- Ability to work in a fast-paced environment and manage multiple priorities
- Knowledge of international trade regulations and customs procedures
- Familiarity with logistics and transportation management systems
- Strong organizational skills and ability to meet deadlines
- Adaptability and willingness to learn new technologies and processes
- Team player with the ability to work collaboratively across departments

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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 2021, Continental generated sales of €33.8 billion and currently

employs more than 190,000 people in 58 countries and markets. On October 8, 2021, the company celebrated its 150th anniversary.

The ContiTech group sector develops and manufactures, for example, cross-material, environmentally friendly and intelligent products and systems for the automotive industry, railway engineering, mining, agriculture and other key industries. Guided by the vision of “smart and sustainable solutions beyond rubber,” the group sector draws on its long-standing knowledge of the industry and materials to open up new business opportunities by combining various materials with electronic components and individual services.