

Customer Service Engineer 客户质量服务工程师

Your tasks

We are currently recruiting a highly skilled and customer-oriented Customer Service Engineer to join our team in Wuhu, China. In this position, you will serve as the on-site quality interface between Continental Automotive and the customers' factories, ensuring the provision of excellent service and maintaining strong relationships with key stakeholders.

我们正在中国芜湖招聘一位技术娴熟且以客户为中心的客户服务工程师，加入我们的团队。在这个职位上，你将作为大陆汽车与客户工厂之间的现场质量对接人，确保提供卓越的服务，并与关键利益相关者保持牢固的关系。

- Establish and foster a trusting relationship with the engineering departments, production line operators, quality departments, logistics departments, and customer service organizations of our customers' factories.
与客户的工厂工程部门、生产线操作人员、质量部门、物流部门以及客户服务机构建立并培养相互信任的关系。
- Conduct proactive management visits to specific customer locations at the frequency agreed upon with the customers.
按照与客户商定的频率，主动前往特定客户所在地进行管理。
- Act as the first point of contact for customer complaints and provide timely and effective responses.
作为客户投诉的第一联络人，提供及时且有效的回应。
- Provide rapid and accurate feedback to the manufacturing plants regarding quality/production issues, and escalate internally when applicable. Meanwhile, participate in relevant problem-solving initiatives and collaborate with internal teams to carry out strategic quality improvement activities.
就质量 / 生产方面的问题，快速、准确地向制造工厂反馈，并且在适用的情况下在内部进行升级。同时，参与解决问题的相关举措，并与内部团队共同开展战略性的质量改进活动。
- Participate in joint pre-analysis and pre-selection work at the customers' after-sales return centers, and reduce part returns and related costs through discussions. Analyze customer feedback and quality data to identify trends and areas for improvement.
在客户的售后退货中心参与联合预分析和预筛选工作，通过讨论来减少零件退货以及相关成本。分析客户反馈和质量数据，以识别趋势和有待改进的领域。
- Coordinate the transfer of returned parts to appropriate analysis centers, and register the parts complained about by customers in the return database when applicable.
协调将退回的零件转运至合适的分析中心，并且在适用的情况下，将客户投诉的零件登记到退货数据库中。
- Coordinate operations such as sorting, rework, or re-flashing in the customers' factories, and take immediate measures to minimize the disruption to customers. At the same time, collaborate with cross-functional teams to implement process optimizations and enhance customer satisfaction.



Job ID
REF83137B

Location
Wu Hu Shi

Leadership level
Leading Self

Job flexibility
Onsite Job

Legal Entity
Continental Holding China Co., Ltd.

协调客户工厂内的分类、返工或重新刷新等操作，并立即采取措施，将对客户造成的干扰降至最低。同时，与跨职能团队协作，实施流程优化，提升客户满意度。

- **Provide support for product changes, trial runs in customers' factories, and safe production launch activities in customers' factories. Accurately record and promptly update the documentation related to customer interactions, issues, and solutions.**

为产品变更、客户工厂的试运行以及客户工厂内的安全投产活动提供支持。准确记录并及时更新与客户互动、问题及解决方案相关的文件资料。

- **Keep abreast of industry trends, technological advancements, and best practices in the field of customer service engineering in a timely manner. Assist in evaluating the perception of our customers' factories regarding our quality performance.**

及时了解客户服务工程领域的行业趋势、技术进步以及最佳实践。协助评估客户工厂对我们质量表现的看法。

Your profile

- 汽车工程、机械工程、电气工程等工科专业本科及以上学历。
Bachelor's degree or above in engineering majors such as automotive engineering, mechanical engineering, electrical engineering, etc.
- 至少 5 年汽车行业的专业经验（质量相关工作至少 3 年），有与整车厂 OEM 客户的直接接触工作经历，具备大众，奇瑞，蔚来等客户优先考虑。
At least 5 years of professional experience in the automotive industry (at least 3 years of quality-related work experience), with direct working experience in dealing with OEM (Original Equipment Manufacturer) customers. Those with experience of dealing with customers such as Volkswagen, Chery, NIO, etc. will be given priority consideration.
- 熟练运用质量方法和工具，熟悉行业标准的相关知识。
Be proficient in applying quality methods and tools, and be familiar with relevant knowledge of industry standards.
- 具有较强的质量问题分析和解决问题的能力。
Have strong abilities in analyzing and solving quality problems.
- 出色的组织和规划能力，能够有效地管理多个项目并合理安排工作重点。
Excellent organizational and planning abilities to effectively manage multiple projects and arrange work priorities reasonably.
- 良好的英语读写和口语。
Good English reading, writing and speaking skills.
- 优秀的沟通和人际交往能力，能够与不同的利益相关者进行有效的互动。
Outstanding communication and interpersonal skills, and be able to interact effectively with different stakeholders.
- 愿意经常出差，且通常需短时间内通知出发。接受因为公司或者客户的业务调整，变动工作地点。
Be willing to travel frequently and usually be ready to depart with short notice. Be willing to change the workplace due to the business adjustment of the company or customers.
- 熟悉汽车行业法规和质量标准（例如 ISO 9001 IATF 16949
Be familiar with automotive industry regulations and quality standards (e.g., ISO 9001, IATF 16949).
- 在处理具有挑战性的客户情况和紧迫的截止日期时，具备适应能力和

坚韧精神。

Have the adaptability and resilience to handle challenging customer situations and tight deadlines.

- 具备团队合作精神，能够在快节奏、多元文化的环境中协同工作。
Have a team spirit and be able to work collaboratively in a fast-paced and multicultural environment.
- 具有持续学习的心态，及时了解新兴技术和行业趋势。
Have a mindset of continuous learning and keep abreast of emerging technologies and industry trends in a timely manner.

Our offer

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 **2023**, Continental generated **preliminary** sales of **€41.4** billion and currently employs around 200,000 people in **56** countries and markets.

Since starting its business in China in 1994, Continental serves all major OEMs across all vehicle segments. We also develop and produce materials, functional parts, components, and systems for railway, machinery, mining and other important industries. So far, Continental has expanded its presence in 23 production locations and 28 R&D centers, representing a workforce of around 17,600 in the country. Continental offers market specific solutions to the Chinese market.