

Customer Relations Representative

Your tasks

HOW YOU WILL MAKE AN IMPACT

- Represent Continental as first point of contact for Consumers and Dealers with inquiries. Typical questions are focused on warranty, product availability and product information.
- Establish and maintain a working relationship with our Tire Dealers, New Vehicle Dealers and Consumers by explaining, educating, and informing them on all elements of the Continental and General Brand warranties.
- Become knowledgeable and proficient on external customers, procedures, and warranties to negotiate and resolve inquiries with Customers and Dealers regarding questions and issues.
- Follow established procedures to provide correct answers.

Monday-Friday, 8:30am-5:30pm EST

SG 8

Your profile

WHAT YOU BRING TO THE ROLE

- Bachelor's Degree
- 1+ year of customer service phone support experience in a high volume environment
- Microsoft Office experience
- Strong problem-solving and listening skills
- Great customer service skills
- Ability to deescalate calls and negotiate when needed
- Excellent verbal and written communication skills
- Effective time management skills to handle multiple tasks and prioritize effectively
- Must be able to work onsite at our HQs in Fort Mill, SC 3 days/week
- Legal Authorization to work in the US is required. We will not sponsor individuals for employment visas now or in the future for this job opening
- No relocation is offered

ADDITIONAL WAYS TO STAND OUT

- SAP experience
- 2+ years of customer service professional experience

Our offer

THE PERKS



Job ID
REF83316T

Field of work
Marketing and Sales

Location
Fort Mill

Leadership level
Leading Self

Job flexibility
Hybrid Job

Legal Entity
Continental Tire the Americas, LLC

- Immediate Benefits
- Robust Total Rewards Package
- Paid Time Off
- Volunteer Time Off
- Tuition Assistance
- Employee Discounts, including tire discounts
- Competitive Bonus Programs
- Employee 401k Match
- Diverse & Inclusive Work Environment with 20+ Employee Resource groups.
- Hybrid Work
- Employee Assistance Program
- Future Growth Opportunities, including personal and professional
- And many more benefits that come with working for a global industry leader!

All your information will be kept confidential according to EEO guidelines.

EEO-Statement:

EEO / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities for qualified individuals with a disability and protected veterans, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to Careers@conti-na.com or contact US Recruiting at 248.393.5566. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

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 **2024**, Continental generated **preliminary** sales of **€39.7** billion and currently employs around **190,000** people in **55** countries and markets.

Tire solutions from the Tires group sector make mobility safer, smarter, and more sustainable. Its premium portfolio encompasses car, truck, bus, two-wheel, and specialty tires as well as smart solutions and services for fleets and tire retailers. Continental delivers top performance for more than 150 years and is one of the world's largest tire manufacturers. In fiscal 2023, the Tires group sector generated sales of 14 billion euros. Continental's tire sector employs more than 56,000 people worldwide and has 20 production and 16 development sites. Are you ready to shape the future with us?