

# Tire Warranty - Bilingual Technical Product Specialist

## Your tasks

### HOW YOU WILL MAKE AN IMPACT

#### SG 10

An active role in the Canadian market supporting product complaints, fleet concerns, technical support to sales. Respond to technical issues, and follow new production tires for market acceptance. Work with internal and external teams to help train them on warranty complaints and processes. Timely reporting of findings into the Global Warranty system.

Responsible for monitoring and maintaining of quality assurance processes, procedures and controls to meet established performance, quality and safety standards.

Technical product service: Provide qualified resolution of technical and/or product related questions from end-users; Consulting of local sales and marketing organization in technical questions/aspects; Provide technical training and presentations to field sales team.

Warranty: Adjudicate warranty tires at customer account locations; provide competent feedback to customers on failure modes.

Provide technical field support in retread and digital solutions

Product Performance Monitoring: Provide relevant tire samples and info into the Corporate Early Warning System; Evaluate, track, and summarize performance reporting vs. competition at customer

Customer Services: Provide technical evaluation to fleet customers; travel with Territory Sales Manager and Key Account Managers and/or replacement dealer/fleet sales managers to provide technical support; Evaluates and report on new product performance in the America sales region; Represent Continental on tire technical issues at customer locations. Prepare and conduct professional presentations to internal and external clients, including upper management and executive teams.

This is an open position and the use of AI is not used in the selection process. . Estimated starting salary range is \$76 - 90k depending on experience and location of the candidate.



Job ID

**REF83419G**

Field of work

**Marketing and Sales**

Location

**Edmonton**

Leadership level

**Leading Self**

Job flexibility

**Remote Job**

Legal Entity

**Continental Tire Canada, Inc.**

## Your profile

### WHAT YOU BRING TO THE ROLE

- Relevant Bachelors degree or Equivalent
- 2+ years experience in the field of tire or vehicle technology, or 4+

years if no relevant Bachelors Degree

- Must be able to stack, unstack and handle Commercial Vehicle Tires and equipment
- Polished presentation skills; ability to instruct effectively
- English & French fluency
- Home office to be located near an airport
- Frequent travel (50+%)
- Ability to stack, unstack and handle commercial vehicle Tires and Equipment
- Valid drivers license and passport
- Legal Authorization to work in Canada is required. We will not sponsor individuals for employment visas for this job opening.
- Continental is not able to pay relocation expenses for this opportunity.

## **ADDITIONAL WAYS TO STAND OUT**

- Customer service experience.
- Knowledge of tire manufacturing, testing or failed tire analysis experience
- Truck Tires Sales and/or R&D experience

## **Our offer**

### **THE PERKS**

- Competitive wages and bonus
- Comprehensive benefit package for self and family
- RSP contribution
- Flexible work environment

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

## **About us**

### **THE COMPANY**

Continental is a leading tire manufacturer and industry specialist. Founded in 1871, the company generated sales of €39.7 billion in 2024 and currently employs around 95,000 people in 54 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 has been delivering top performance for more than 150 years and is one of the world's largest tire manufacturers. In fiscal 2024, the Tires group sector generated sales of 13.9 billion euros. Continental's tire division employs more than 57,000 people worldwide and has 20 production and 16 development sites.