

Bilingual Technical Product Specialist - Truck Tire - Canada

Descrição da função

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.



Identificação da vaga
REF83419G

Área funcional
Marketing and Sales

Local
Calgary

Nível de liderança
Leading Self

Modalidade de trabalho
Remote Job

Pessoa jurídica
Continental Tire Canada, Inc.

Requisitos

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

O que oferecemos

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.

Quem somos

THE COMPANY

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 sales of €39.7 billion and currently employs around 190,000 people in 55 countries and markets.

With its premium portfolio in the car, truck, bus, two-wheel and specialty tire segment, the Tires group sector stands for innovative solutions in tire technology. Intelligent products and services related to tires and the promotion of sustainability complete the product portfolio. For specialist dealers and fleet management, Tires offers digital tire monitoring and tire management systems, in addition to other services, with the aim of keeping fleets mobile and increasing their efficiency. With its tires, Continental makes a significant contribution to safe, efficient and environmentally friendly mobility.

Are you ready to shape the future with us?