

Inside Sales Representative - Truck Tire

Your tasks

HOW YOU WILL MAKE AN IMPACT

SG 8

This position supports sales for our Truck Tire group. You will be a primary contact for our customers in the field as well as our Sales Manager. You will process and manage customer orders via phone, e-mail, fax, ContiLink/EDI ordering systems from order creation to customer invoicing. This includes order entry, stock allocation, ContiLink / EDI management and delivery note creation. Process customer request for return goods.

- Handle inbound customer calls. Must meet stated department phone objectives.
- Establish and maintain a working customer relationship.
- Provide daily feedback to customer, sales and supervisors on order and inventory status, via reporting standards.
- Conduct customer visits when needed. Travel to customer location may be required.
- Maintain customer database and current customer account information in CRM.
- Ensure the best possible fill rate and timely shipments by reviewing inventory availability, offer alternative product and warehouses, and maintain various customer tables.
- Collaborate with logistics, marketing, warehouses, traffic, credit, commercial division, sales, field sales reps, accounts and peers to ensure that process and procedures are being utilized to achieve an effective level of customer service.
- Research claims to correct billing and shipping errors. Responsible for identifying root causes and resolve overall problems so issues do not reoccur.
- Maintain knowledge in product and policy.
- Assist in other duties, as required.

Your profile

WHAT YOU BRING TO THE ROLE

- Bachelor's Degree OR 2+ years related professional experience if no Bachelor's Degree
- Strong attention to detail and multitasking skills
- Microsoft Office knowledge/experience
- 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.

PREFERRED QUALIFICATIONS



Job ID

REF84013T

Field of work

Marketing and Sales

Location

Fort Mill

Leadership level

Leading Self

Job flexibility

Hybrid Job

Legal Entity

Continental Tire the Americas, LLC

- 1+ year of experience related to inside sales or customer service
- Bilingual - English and French speaking
- SAP experience
- Continental is not able to pay relocation expenses for this opportunity

Our offer

THE PERKS

- 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!

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.

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.