

# Technical Customer Service Analyst

## Your tasks

- Responsible for all complaint handling functions and processes. Effectively address customer and dealer concerns while delivering technical support to both internal teams and external customers. This includes conducting thorough digital tire inspections and coordinating the shipment of tires for further analysis to facilitate root cause investigations. Responsible for issuing and sending detailed feedback including technical reports and customer letters. Support warranty complaint submissions and analysis by providing comprehensive systems training to relevant stakeholders and proactively requesting additional information as needed to ensure accurate and complete data for timely complaint processing. Review and processing of goodwill complaints. Develop recall documentation and responsible for processing of recall complaints. Manage and resolve escalations from end consumers and dealers to ensure timely and satisfactory resolutions. Manage and process complaint amendments and corrections.
- Maintain precise and up-to-date records of all warranty-related transactions including complaints, credits and all communications. System issues are reported and documented, with tracking of progress and necessary follow-up. Quality assurance tasks include testing system fixes, as well as evaluating new features and functions to confirm they meet operational standards before deployment. Additionally, prepare and deliver detailed reports and feedback on a regular basis, including monthly customer reporting and customer meetings and sales team reports, updates and regular meetings. Prepare and present professional presentations tailored for internal stakeholders and external client to effectively communicate findings and updates.
- Support Product Performance Monitoring (PPMo) activities within PLT/TT by accurately submitting field activity results and ensuring data integrity. Identify and report any damages or issues discovered during field inspections. Maintain detailed records of probe conditions and regularly update Business Intelligence (BI) tools with consistent information. Provide technical support for all CT2/CT3-related matters. Document and report system issues promptly, and conduct thorough quality testing of system fixes, new features, and functionalities.
- Develop and conduct technical trainings and warranty handling systems trainings for internal and external customers. Collaborate with the TCS Manager and other relevant teams to identify training



Job ID

**REF85122I**

Field of work

**Engineering**

Location

**Jundiaí**

Leadership level

**Leading Self**

Job flexibility

**Hybrid Job**

Legal Entity

**Continental do Brasil Produtos Automotivos Ltda.**

needs and develop technical materials to address those requirements. Facilitate training sessions and offer ongoing support and training for complaint handling systems. Maintain and keep up to date all training documents for internal and external use.

- Coordinate and support the Observation2Improvement (O2I) process by identifying O2I tires and reporting accurately and timely. Collaborating with the TCS team, present the O2I tires during market review meetings. Oversee and manage corrective actions to ensure they are properly implemented. Handle tire analysis logistics, including collection from customers and shipment to the plant and/or Germany, while managing associated costs and coordinating with internal teams at Conti. Ensure strict adherence to O2I procedures and complete all required reporting accurately and timely.
- Coordinate and manage the Property Damage Complaint (PDC) process, ensuring timely and effective resolution. Collect and request additional information from claimants to support thorough case evaluation. Oversee the coordination of tire shipments for in-depth analysis, ensuring proper handling and tracking throughout the logistics process. Prepare and issue detailed technical reports and consumer letters to communicate findings and decisions clearly. Submit electronic disbursement requests (eDR) accurately and in a timely manner to facilitate claims processing. Maintain comprehensive and accurate documentation, including claims records, credits, and all related email communications, to ensure traceability and compliance with company standards and regulatory requirements.

## Your profile

- Bachelor's degree in STEM, Administration and/or Engineering - materials, mechanical, electrical, chemical or related areas English (Required) - Oral and written communications. Medium to advanced ability to use effective oral communications.
- French - Oral and written communications are desired.
- Tire technical knowledge
- Microsoft programs and inhouse specialized systems: Medium level. Advanced user. Fills and modifies templates and tables, charts and uses effectively various format functions. Medium level. Advanced user training. Demonstrated by examples of application at work. Software experience to include Excel, Word, Power Point, SAP (preferred), Salesforce
- Tire market knowledge is a differential.
- Customer Service - Strong communication, active listening, and problem-solving skills; and delivers timely, clear solutions. Well-organized with excellent time management.
- Minimum 4 years of experience in commercial or technical area. 2+

years customer service experience

- Ideally brings experience working with global teams, along with strong communication, time management, and organizational skills.

## **Our offer**

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

## **About us**

Continental, a German multinational that offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transport. In 2020, it generated sales of €37.7 billion and currently employs around 235,000 people in 58 countries and markets. In 2021, the company celebrates its 150th anniversary.