

Customer Quality Leader

Your tasks

Coordination and management of all customers technical support activities with the following tasks:

- Advice on choosing the product, based on the customer's needs
- Analysis of data and requirements required by the market.
- Activities for the development of potential technical specifications, in relation to the pricing and contractual requirements required and/or foreseen by the market.
- Management and interpretation of the requirements requested by customers, to understand and anticipate their needs.
- Identification and resolution of complaints received from the market, recommending corrective actions to prevent them from occurring in the future.
- Investigation of new applications or product improvements in relation to market demands.
- Management of internal alignment activities between the technical requirements required by the market with the technical specifications of the products.
- Constant updating on the products offered by competitors and related business intelligence activities.
- Coordination of prototyping activities, in relation to the times and requests imposed by customers.
- Management of the allocation of approved exempted material

Your profile

- Technical specialization (Engineering, Chemistry, etc.)
- Minimum 2-3 years of experience in a similar role Origin from similar industrial realities is preferential
- Proven leadership experience with the ability to motivate and develop team members
- Strong technical knowledge on Printing sector and problem-solving skills
- Outstanding communication skills, both verbal and written, with the ability to interact effectively with clients and internal stakeholders
- Proficiency in creating and maintaining technical documentation and reports
- Strong customer service orientation with a focus on client satisfaction
- In-depth understanding of technical service processes and industry best practices
- Knowledge of relevant industry standards and regulations
- Ability to work efficiently in a fast-paced, dynamic environment
- Proficiency in English.



Job ID
REF85365Z

Location
Lodi Vecchio

Leadership level
Leading Self

Job flexibility
Hybrid Job

Legal Entity
Continental Coated Systems Italy S.p.A.

Our offer

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 2023, Continental generated preliminary sales of €41.4 billion and currently employs around 200,000 people in 56 countries and markets. Continental Coated Systems Italy is a leader worldwide in Printing blankets market.