

Head of TCS Port & CST EMEA/APAC (m/f/d) - REF85539E

Vos activités

As the Head of Technical Customer Service (TCS) Port & Commercial Specialty Tires (CST) EMEA/APAC you are the link between market & central organization regarding all technical aspects of the product segment Port Operations. On the one hand you are supporting the sales organization regarding warranty handling; tech. trainings and tech. customer consultancy and on the other hand you are initiating, coordinating, and summarizing market feedback to convey the main messages to internal stakeholders like R&D, Marketing and Management.

You are functionally leading a team of Customer Solution Engineers in EMEA and APAC that locally cover all CST product groups. You are the central TCS interface to the CST Sales Management of the Regions EMEA & APAC and ensure that our TCS activities are in line with the needs of our internal & external customers.

- Driving the Product Performance Review process for the product segment Port Operations incl. alignment of goals with internal stakeholders; owning the information gathering with the markets and providing conclusions to assure continuous improvement
- Taking care of technical customer complaints including appropriate feedback loops (might also cover structured problem techniques depending on the customer e.g. OE complaints)
- Supporting the product improvement process (O2I) by providing proper market/ application information
- Creating, maintaining and executing technical trainings for internal (e.g. sales organization) and external (e.g. OEMs; End-Customers...) with focus on Port Operations
- Consulting customers regarding the right product and product usage including sales support with „facts and figures“ (e.g. Total Cost of Ownership calculations)
- Assure successful product approval process at customers
- Functional lead of a team of TCS CST Engineers in EMEA & APAC, assuring that the global TCS standards and processes are implemented and applied according to stakeholder expectations
- Central TCS interface to the CST Sales Management of the Regions EMEA & APAC

Votre profil

- Academic degree in Engineering or equivalent
- Experience in R&D or Automotive Engineering
- Ideally experience within the field of Port Operations
- Strong analytical skills, along with excellent written and oral skills (including presentation)
- Fluent English language skills (written and spoken) - German skills are beneficial



Référence
REF85539E

Domaine fonctionnel
Marketing and Sales

Site
Hannover

Niveau de leadership
Leading People

Flexibilité du poste
Hybrid Job

Nom du contact
Philipp Meinen

Unité légale
Continental Reifen Deutschland GmbH

- Hands-on mentality and customer orientation
- Willingness to travel (approx. 15 %; primarily EMEA)

Applications from severely disabled people are welcome.

Notre offre

We want our employees to do well with us. That's why we offer them the following benefits:

- Out of Tariff salary contract
- 30 day of paid vacation per year
- Attractive career development opportunities
- We offer balanced working conditions by doing mobile work, working part-time, flexible working time as well as Sabbatical options
- Cross-Border mobile work options up to 40 days per year from other EU countries
- Company Pension plan
- Attractive employee benefits with discounts
- Diverse offers that support a better “work-family” balance (e.g. company childcare places and free emergency care for your children)
- Discounted offer for accessing sport facilities across Germany via Hansefit
- A highly diverse environment across our location
- A new canteen on site with a variety of lunch options

If this sounds like a perfect match for you and if you want to become the next supporter of our core values: **Trust, for one another, passion to win and freedom to act** - we are looking forward to receiving your application.

[Diversity, Inclusion & Belonging](#) are important to us and make our company strong and successful. We offer equal opportunities to everyone - regardless of age, gender, nationality, cultural background, disability, religion, ideology or sexual orientation.

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

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

A propos de nous

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.