

## Customer Service Engineer (Latin America)

### Your tasks

The Customer Service Engineer is the initial quality interface into the relevant customer plants who has to be a valued / trusted contact person to the customers and is seen as a transparent facilitator between CT OESL and the assigned customer plant quality organizations.

For this purpose, he/she is responsible for ensuring the initial customer contact and the initial processing of 0-km issues and if applicable warranty field returns. An additional focus is the support of Segments/plants regarding sorting actions, pre-analysis of return parts and activities also in the launch phase to minimize costs and quality issues.

This position, in addition, will have responsibility to coordinate contractors located at assigned customer locations in Mexico and South America

### Your profile

Knowledge of Quality requirements and tools for assigned customers (incl. reporting/score cards) Technical know-how of CT OESL products and general automotive technology Knowledge of general quality methods and tools Knowledge of IATF requirements Communication skills (incl. Negotiation and conflict resolution techniques)

Planning and organizational skills

Solid experience in problem solving techniques.

Experience overseeing / supervising people at remote locations.

Fluent in English and native language of assigned customer plants (written and spoken)

Portuguese language is a plus

Willingness to travel on short notice Willingness to answer calls also during off hours

### Our offer

At Continental we are committed to building an inclusive and discrimination-free ecosystem in Mexico, these principles are rooted in our corporate philosophy and culture. Therefore, it is totally forbidden to request a pregnancy or HIV test as part of our selection processes.

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Job ID  
**REF85654A**

Field of work  
**General Management**

Location  
**San Luis Potosí**

Leadership level  
**Leading Self**

Job flexibility  
**Hybrid Job**

Contact  
**Pedro Luis Cortez Gutierrez**

Legal Entity  
**ContiTech Fluid Distribuidora, S. de R.L. de C.V.**

application.

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## **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 2022, Continental generated sales of €39.4 billion and currently employs around 200,000 people in 57 countries and markets.