

Services Project IAPAC

Descrição da função

Field Technical Support

Support in creating and managing comprehensive training materials and programs tailored to various product lines and customer solutions.

Offer hands-on knowledge in product understanding, installation, maintenance, and system optimization across a variety of product offerings.

Develop standardized procedures for the production and assembly of key products, ensuring adherence to quality assurance standards at all manufacturing facilities.

Conduct onsite training, skill transfer, and assessments to technicians, ensuring they have the skills needed for effective installation, maintenance, and troubleshooting.

Develop and enhance training and assessment documentation related to product selection, installation, and maintenance (Service Technicians).

Gather and Present suggestions to relevant departments (e.g., Product Development, Product Management) for continuous product and process improvement.

Offer practical and technical insights to the product development team to support the enhancement and expansion of the product range.

Collaborate seamlessly with suppliers to ensure product quality, identify opportunities for improvements, and ensure consistency across products.

Facilitate connections between suppliers and product management teams to support product advancement and quality initiatives.

Help establish and maintain appropriate product stock levels across various branches or regional hubs.

Support the Setup of Assembly Hubs

Offer continuous guidance and support to assembly divisions in the development and enhancement of training programs for personnel involved in the fabrication and assembly processes.

Sales/Customer interaction

Provide support (Including site visits) across all verticals to ensure customer understanding of Continental Value proposition

promote and support Continental range of belt cleaning products and services to all verticals

Act as an expert representative of Continental products in collaboration with sales and service teams

Assist Group managers in refining sales approaches

Support tenders/contracts and their management

Support the advertising and social media content

Strategy



Identificação da vaga
REF86314Z

Local
Kolkata

Nível de liderança
Leading Self

Modalidade de trabalho
Onsite Job

Pessoa jurídica
Phoenix Conveyor Belt India Private Ltd.

Support the developing and managing product sales strategy accross APAC

Provide guidance on growth opportunities with customers (Belt Cleaning Components)

Support product supply strategies for various customer groups

Contribute to strategic objectives, sales structures, and plans across all verticals

Facilitate open communication on sales opportunities between verticals

Assist in budgeting and setting sales targets for verticals when required

Offer continuous assistance for tender submissions and on-site testing accross APAC.

Consistently enhance the existing product range to align with market trends and demands, and continuously refine the current product lineup to cater to customer needs.

Communication

provide specific and detailed input to budget and FC for any Vertical
keep track of market developments, potential impact on sales
development of product category

General

Foster collaborative knowledge sharing between verticals to enhance customer value propositions

Spread current product information across all verticals

Support approval of all sales pricing and customer discount structures by Services Head

follow a collaborative approach

Requisitos

- Engineering Qualifications
- 5+ years of experience in conveyor belt components, and field service works
- Proven track record in technical support, training, and customer interaction within the industrial sector
- Ideally international work experiences, collaboration with people from different countries

O que oferecemos

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

Quem somos

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.

ContiTech is one of the world's leading industry experts. Far beyond our roots as a rubber products manufacturer, we offer connected, environment-friendly, safe and convenient industry and service solutions using a range of materials for off-highway applications, on rails and roads, in the air, under and above the ground, in industrial environments, for the food industry and the furniture industry. As a group sector of Continental, ContiTech currently employs more than 40,000 people in 40 countries and regions and is active as a global industrial partner in Asia, Europe, North America and South America.

In Australia we manufacture high quality conveyor belts for local and overseas customers. We strive to be the preferred supplier of conveyor belting and industrial rubber solutions & services.

At Continental, all employees share four fundamental corporate values which form the roots of our corporate culture: 'Trust', 'Passion to Win', 'Freedom to Act' and 'For One Another'.