

# Customer Service Representative

## Descrição da função

### HOW YOU WILL MAKE AN IMPACT

- Support, follow, and execute the tactical and strategic plans for respective customers by intensive communication and broad market knowledge
- Responsible for translating the plant's purchasing strategy into action plans and ensuring implementation
- Support shipping/receiving with necessary documentation and approvals from customers, maintaining accurate account information, and supporting the management of receivables and overdue payments
- Ensure clear and timely communication with customers via email/phone etc. on inquiries, orders, product quality, delivery, availability of product, pricing, and any other question that may arise
- Escalate issues including disputes, quality problems, cost issues or problems respecting time and urgency
- Process all product/trade sale orders and communicated with Supply Chain Management

## Requisitos

### WHAT YOU BRING TO THE ROLE

- High School Diploma and or GED
- 1+ years of customer service experience
- Must be able to work in an industrial environment
- Proficiency in Microsoft Office Suite(Outlook, PPT and Excel)
- Excellent written and verbal Communication skills

Legal authorization to work in the U.S. is required. We will not sponsor individuals for employment visas now or in the future for this job posting.

No relocation provided for this role

## O que oferecemos

### THE PERKS

- Immediate Benefits
- Paid Time Off
- Employee Discounts
- Annual Bonus
- Employer 401(k) Match
- And more benefits that come with working for a global industry leader!



Identificação da vaga  
**REF87178T**

Área funcional  
**Administration and Assistance**

Local  
**Winchester**

Nível de liderança  
**Leading Self**

Modalidade de trabalho  
**Onsite Job**

Pessoa jurídica  
**ContiTech USA, Inc.**

**EEO-Statement:**

EEO / AA / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to [Careers@conti-na.com](mailto:Careers@conti-na.com) or contact US Recruiting at 248.393.5566. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

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

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## **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 specialists. The Continental group sector offers its customers 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 sector and the furniture industry. With about 42,000 employees in more than 40 countries and sales of some 6.8 billion euros (2023), the global industrial partner is active with core branches in Asia, Europe and North and South America.