

Customer Service

Your tasks

We are seeking an enthusiastic and customer-focused Customer Service Representative to join our dynamic team in Sonapat, India. As a key member of our organization, you will be responsible for providing exceptional support to our valued customers, ensuring their satisfaction and fostering long-term relationships.

- Preparing Proforma invoice through SAP to collect the customer advance payment.
- Manually load the order in SAP by using the data provided by customer and working with plant for PO production.
- Tracking stock status in SAP on daily bases.
- Follow up the order status with factory manager for the quick delivery of the products.
- Provide Order status to customer and coordinating with freight forwarder for the shipment.
- Prepare delivery notes for invoicing.
- Follow up with forwarder for ETA, VESSEL, and BOL details for the shipment.
- Update Open Order Report, Order intake Report on time.
- Instruct sales team to plan new orders based as per current inventory.
- Handle Customers and salespersons claims and queries

Your profile

- Proven experience in customer service or a related field
- High school diploma or equivalent; bachelor's degree is a plus

Our offer

- Excellent verbal and written communication skills in English
- Strong problem-solving abilities and attention to detail
- Proficiency in using CRM systems and Microsoft Office suite
- Ability to multitask and work efficiently in a fast-paced environment
- Patient and empathetic approach to handling customer concerns
- Team-oriented mindset with the ability to work independently when required
- Flexible and adaptable to changing priorities and work schedules
- Resilient with the ability to maintain composure in challenging situations
- Strong time management and organizational skills
- Basic technical understanding to troubleshoot common customer issues
- Commitment to delivering exceptional customer experiences
- 6-8 Years of experience in the relevant field

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



Job ID
REF87261C

Location
Sonapat

Leadership level
Leading Self

Job flexibility
Onsite Job

Legal Entity
ContiTech India Pvt. Ltd.

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 2021, Continental generated sales of €33.8 billion and currently employs more than 190,000 people in 58 countries and markets. On October 8, 2021, the company celebrated its 150th anniversary. The ContiTech group sector develops and manufactures, for example, cross-material, environmentally friendly and intelligent products and systems for the automotive industry, railway engineering, mining, agriculture and other key industries. Guided by the vision of “smart and sustainable solutions beyond rubber,” the group sector draws on its long-standing knowledge of the industry and materials to open up new business opportunities by combining various materials with electronic components and individual services.