

# Customer Logistics Specialist

## Your tasks

### Job Description

Ensure the order acceptance, the complete order processing and the delivery to international customers (Monitor order entry and create orders, incl. SMACT)

- Coordination of special freights
- Daily coordination of delivery dates with customers, production, demand fulfillment and sales
- Create, review and submission of standardized documents (e.g. order confirmation, back order overview)
- Processing of customer inquiries (requirements in customer web portals)
- Handle and resolve customer inquiries via e-Mail and phone in a timely and accurate manner
- Provide outstanding customer service to improve customer satisfaction and relationship
- Ensure an efficient communication with forwarders, warehouses and dispatching departments
- Update customer details regularly (Sharepoint)
- Ensure the claim acceptance incl. handling of returns and the complete claim processing (logistic claims)
- Enter technic related claims and transfer/ tracking to QS/ QM
- Searching for mistakes/ causes of claims and gathering all relevant information regarding those
- Initiation of the required measures
- Documentation of the claims in SAP Modules: SD, WM/ EWM and QM
- Creation of Claim Analysis (Quantity, Type of error, failure key, processing time)
- Coordination of supplier claims
- Stock clearance as a service for our customers (without storage process)
- Responsible for starting the e-sign process for credit/ debit notes



Job ID

**REF87380V**

Location

**Timișoara**

Leadership level

**Leading Self**

Job flexibility

**Hybrid Job**

Legal Entity

**ContiTech Thermopol Romania  
S.R.L.**

## Your profile

- successfully completed studies or successfully completed commercial training
- at least 1 year of professional experience in the area of SCM / Customer Service (order processing)
- first experience with international customers
- fluent english language

## Our offer

**What we offer:**

- **The 13th salary** – Paid once a year, in December;
- **Meal tickets** - With a value of 40 Ron;
- **Hybrid schedule** – Work-life balance is important, so we offer a flexible schedule. Please agree on this with your superior;
- **Private Health Insurance** – Health is the most important, so we offer you a medical subscription through Signal Iduna;
- **Referral bonuses** - We encourage colleagues to refer new candidates to us and, at the same time, to get the chance to receive a bonus;
- **Bookster** – Feed your body and your mind. You can borrow books and you'll receive them at the office;
- **Sports benefits**- It's important to stay active, so we offer you the 7Card;
- **Discounts at our partners** – We collaborate with different vendors, and we receive discounts for various products/ services like rubbers, restaurants, kindergartens, etc;
- **System for Rewarding Improvement Ideas** – We have an internal improvement program (Continental Idea Management) that gives you the opportunity to come up with ideas and to be honored with an attractive bonus (this is established by the CIM team according to your improvement idea);
- **Happy days** – If you or your child is getting married, or you become a parent, you receive some extra free days;
- **Life events celebration** - If your family is growing, we praise your newborn with a bonus;
- **Unfortunate events** - In case of unhappy events in your life, we support you by offering you free days and financial support (handled on a case-by-case basis);
- **Extra vacation days** – You begin with 22 vacation days/year, and starting with the 3rd year with us, we offer you 1 more day of vacation and, afterward from 2 to 2 years you'll get one more extra day (the maximum you can achieve is 27);
- **Transport from the Timisoara area** – You can choose to come with the bus provided by the company if you'll work from the plant location/office;
- **Professional development** - Many opportunities to develop yourself within the company;
- **Diversity and multicultural mindset** - We encourage you to join us no matter who, where, or what you are. We have colleagues from different nations and a variety of languages are spoken in our company.

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

## 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.

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.