

Export Customer Order Desk Specialist

Your tasks

Motorcycle Customer Order Desk Specialist: Customer "Order-to-Cash" Management & End-to-End preparation, verification, and timely submission of all export documents, to support the achievement of export business sales objective and department KPIs.

Key Responsibilities

1. Order & Master-Data Management

- Receive and enter export orders in SAP within 48 hours of receipt.
- Validate pricing, MOQ, lead time, and stock availability before release.
- Keep customer, article, HS-code, and price-list data accurate and current.
- Coordinate new-article set-up (labels, weights, dimensions) with Product Management.
- Issue order confirmations and proactively flag deviations to customers & Sales.

2. Shipment / Logistics Coordination

- Build optimized shipping units and container load plans to maximize cube utilization.
- Align daily with plants, warehouses, and Freight / Traffic teams on pick-ups.
- Book ocean or air freight, secure vessel space, and confirm ETD / ETA with forwarders.
- Track shipments end-to-end; escalate and mitigate delays to hit OTIF targets.
- Arrange insurance coverage and special handling (DG, oversized) when required.

3. Export Documentation & Incoterms Compliance

- Prepare full document packs: commercial invoice, packing list, COO, FTA certs (e.g., Form D, RCEP), insurance, quality certificates.
- Ensure all paperwork matches Incoterms (FOB, CIF, DAP, etc.) and destination import rules.

4. Letter of Credit & Trade-Agreement Administration

- Review LC drafts, request amendments, and align terms with Sales & Finance.
- Generate 100 % compliant documents to avoid discrepancies and bank fees.
- Submit and track Certificate-of-Origin / FTA applications to unlock duty savings.
- Monitor regulatory changes (RCEP, CPTPP, ASEAN-FTA) and update internal guidelines.



Job ID
REF87543D

Location
Bangkok

Leadership level
Leading Self

Job flexibility
Onsite Job

Legal Entity
Continental Tyres Co., Ltd.

5. Billing, Claims & Cash Collection

- Issue export billings promptly after B/L release; upload e-documents to customer portals.
- Reconcile price adjustments, A&P rebates, and commission claims with Finance.
- Follow up on overdue invoices, support credit control, and drive DSO reduction.
- Initiate debit / credit notes for quantity or price variances discovered post-shipment.

6. Customer Interface & Issue Resolution

- Serve as single point of contact for distributors on order status, documents, and payments.
- Log, analyse, and resolve complaints—coordinating with Quality, Warehouse, and Traffic.
- Provide proactive shipment visibility and weekly order / backlog reports.
- Gather VOC (voice of customer) to feed continuous-improvement initiatives.

7. KPI Tracking & Continuous Improvement

- Maintain shipment and billing trackers; publish monthly KPIs (OTIF, DSO, claim ratio).
- Analyse bottlenecks; recommend process, system, or policy improvements.
- Support global SAP / TMS upgrades, EDI roll-outs, and automation projects.
- Act as key user for export modules, training colleagues and creating work instructions.

8. Project & Ad-hoc Support

- Contribute to cross-functional projects (new market launches, stock transfers, tenders).
- Back-up colleagues during peak periods or leave to ensure seamless service.
- Prepare management presentations and data deep-dives for APAC Sales leadership.
- Obtain plant, Chamber of Commerce, or embassy stamps / legalizations on time.
- Maintain a digital archive of shipping documents for audit and customer self-service.

Your profile

- 2+ yrs export documentation or customs-broker experience
- Deep knowledge of Incoterms 2020 & ASEAN/+FTA rules
- Logistics experience in the tire/ Automotive sector
- Strong command of English (written & spoken) and Thai

Our offer

Because every great ride starts with flawless paperwork. Continental

Motorcycle Tires is expanding fast across Asia-Pacific. We need an export pro who can turn a maze of customs regulations, free-trade agreements, and shipping deadlines into smooth, on-time deliveries for our customers in APAC.

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 2024, Continental generated sales of €39.7 billion and currently employs around 190,000 people in 55 countries and markets.

With its premium portfolio in the car, truck, bus, two-wheel and specialty tire segment, the Tires group sector stands for innovative solutions in tire technology. Intelligent products and services related to tires and the promotion of sustainability complete the product portfolio. For specialist dealers and fleet management, Tires offers digital tire monitoring and tire management systems, in addition to other services, with the aim of keeping fleets mobile and increasing their efficiency. With its tires, Continental makes a significant contribution to safe, efficient and environmentally friendly mobility.