

Inside Sales Analyst (Senior)

Ihre Aufgaben

Order Management: Receive customer orders through: phone call, email, CONTILINK, EDI, Sales team

Focal point for audit processes, consolidation of shipping plans and analysis basis for strategic decisions

Manage improvement projects of the area, interacting with other departments like Finance, Supply and Logistic

Avoid manual changes in the orders, granting that customer master is duly maintained (open ticket to the responsible department). Unblock, check stock, allocate product, verify weights, request completion. Request prices if any item is missing.

Maintain Requested delivery dates updated and customers informed about order/delivery status Avoid aged orders/follow procedures established

Make sure orders have correct information in order to generate correct documentation/confirm all details before releasing order for shipment

Customer Service: Accurate customer service to ensure information quality and resolve their issues through:

- Managing solutions for post-sales problems such as delivery delays, incorrect billing, product unavailability, claims, etc;
- Interfacing with areas such as marketing, finance, and logistics for solutions and improvements in customer service processes.

Provide good experience to customers

Sales Support & Reports: Negotiate deadlines with clients, interacting with logistics and finance departments to meet both their needs and the company's cost and availability interests.

Provide support to clients regarding delivery times, material availability, delivery discrepancies, pricing, established deadlines, and price information.

Track unmet orders offering the client an estimated delivery time or a suggestion for a substitute product

Provide reports on timing agreed

Shipping Plan, Invoicing: Follow up on deliveries Inform salesmen about credit status of customers

Coordinate loading capacity levels in warehouses throughout the month



Job ID
REF88735C

Standort
Quito

Leadership Level
Leading Self

Job Flexibilität
Hybrid Job

Rechtliche Einheit
Continental Tire Andina S.A.

Follow up on loadings (make sure planned shipments were effected and keep customers informed)
Keep tracking of invoicing targets

Inform clients about products, promotions, and opportunities through calls and emails to enhance their ability to recognize business opportunities

Manage Customer Master Data.

Interact with Supply Chain, Logistics, Credit, Pricing and Controlling areas, granting smooth process from order entry up to deliveries to customers

Ihr Profil

Required complete graduation in Business Administration or related areas

Experience with Microsoft office 365, with advanced Excel knowledge and basic Power Point

We are looking for a person that enjoys team working and is able to identify and investigate problems, proposing solutions. Previous experience with projects related to business process improvement will be a plus.

Required previous experience in the Supply Chain, Customer Service, negotiation with customers and/or stakeholders: min 3 years experience

Desirable Advanced SAP SD knowledge

Mandatory second language (English)

Desirable knowledge of Power BI or SAP Script or VBA

- Basic knowledge of automotive market

- Basic knowledge of Foreign Business and International Trade Orders

Unser Angebot

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Über uns

Continental develops pioneering technologies and services for the sustainable and connected mobility of people and their goods. Founded in 1871, the technology company provides safe, efficient, smart and

affordable solutions for vehicles, machinery, 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. With its premium portfolio of the division of cars, trucks, buses, two-wheelers and special tires, the Tires sector of the group provides innovative solutions in the area of tire technology. Smart products and services related to tires and the promotion of sustainability complete the product portfolio. For specialized dealers and fleet managers, the Tires sector offers digital tire monitoring and management systems, in addition to other services, with the objective of guaranteeing the operation of fleets and increasing their efficiency. With the supplied tires, Continental makes a significant contribution to safe, efficient and environmentally friendly mobility.

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