

Product Service (Tire Uniformity) Engineer - Passenger and Light Truck Tires

Your tasks

HOW YOU WILL MAKE AN IMPACT

This role will monitor product performance for Passenger & Light Truck Tires, which includes an analytical summary gathered through warranty returns and market observation. Ensures support for marketing and sales efforts in the market through technical field service, including handling and adjustments. Maintains strong technical customer service support to both internal and external stakeholders, which includes, but not limited to, distribution, dealers, and consumers.

- Obtain and analyze report field data regarding market requirements and product performance, identify and address adjustment trends for further review.
- Evaluate, analyze and report (including technical conclusions), providing proper communication of relevant market feedback gathered to OE and RE teams for DFMEA and Market Line Reviews, applicable to Continental, General Tire brand products and competitor products.
- Regular monitoring, analyzing (including escalation as needed), and reporting field data regarding market requirements and product performance. Identify and address quality/adjustment trends for review.
- Provide technical service including consulting (virtual or on-site) and training presentations regarding PLT tires to internal and external customers as well as business partners and ensure trainee satisfaction.
- Ensure that complex and/or extensive customer complaints/adjustments are technically supported, following general team organization.
- Support Marketing, Sales and/or Customer Service actions in the market and internal stakeholders (PM, R&D, QM, Legal Department, etc.)
- Active participation in the Uniformity O2I processes. As required: organizing, conducting and reporting. Actively participate in global Uniformity projects as needed.
- As required, handles escalations from CR team when technical consultancy is required.
- Responsible for specific team projects/task, specific tire lines, specific customer accounts and Technical Customer Service tools.
- Support the team on any additional task related to PSE group responsibility assigned by the Technical Product Service Engineering Manager.



Job ID

REF88927A

Field of work

Marketing and Sales

Location

Rock Hill

Leadership level

Leading Self

Job flexibility

Hybrid Job

Legal Entity

Continental Tire the Americas, LLC

SG 11

Your profile

WHAT YOU BRING TO THE ROLE

- Bachelor's Degree
- 5+ years of Tire Plant experience with direct or indirect Uniformity experience
- Strong knowledge in the fields of tire and/or related vehicle technology
- Travel as required, expected for this position is 20-30%
- Lifting requirement generally up to 40 pounds. Exceptional cases: tires up to 80 pounds
- Legal Authorization to work in the US is required. We can only sponsor internal individuals for employment visas now or in the future for this job opening
- Can offer a relocation package

ADDITIONAL WAYS TO STAND OUT

- Degree in Engineering
- 7+ years of experience in Uniformity, PI, Process Engineering or Quality
- Offline and inline tire mounting experience
- Prior experience working directly with OEMs and Dealers on mounting solutions, troubleshooting, and optimizing processes
- Technical Customer Service experience

Our offer

THE PERKS

- Immediate Benefits
- Robust Total Rewards Package
- Paid Time Off
- Volunteer Time Off
- Tuition Assistance
- Employee Discounts, including tire discounts
- Competitive Bonus Programs
- Employee 401k Match
- Diverse & Inclusive Work Environment with 20+ Employee Resource groups.
- Hybrid Work
- Employee Assistance Program
- Future Growth Opportunities, including personal and professional
- And many more benefits that come with working for a global industry leader!

All your information will be kept confidential according to EEO guidelines.

EEO-Statement:

EEO / 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 for qualified individuals with a disability and protected veterans, 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 or contact US Recruiting at 800-821-2727. 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.

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 **preliminary** sales of **€39.7** billion and currently employs around **190,000** people in **55** countries and markets.

Tire solutions from the Tires group sector make mobility safer, smarter, and more sustainable. Its premium portfolio encompasses car, truck, bus, two-wheel, and specialty tires as well as smart solutions and services for fleets and tire retailers. Continental delivers top performance for more than 150 years and is one of the world's largest tire manufacturers. In fiscal 2023, the Tires group sector generated sales of 14 billion euros. Continental's tire sector employs more than 56,000 people worldwide and has 20 production and 16 development sites. Are you ready to shape the future with us?