

Customer Service Assistant I

Your tasks

HOW YOU WILL MAKE AN IMPACT

SG6

The Customer Service Assistant I plays a critical role in ensuring seamless communication and coordination between internal teams and external clients at Uvalde Proving Grounds. This position supports customer testing activities by managing logistics, supporting automobile and tire testing, fostering a strong relationships with customers to ensure a safe, efficient, and professional experience for all stakeholders.

Key Responsibilities:

- Serve as the primary point of contact for external customers during test planning, execution, and follow-up.
- Coordinate with internal departments (engineering, safety, logistics, maintenance) to align customer needs with site capabilities.
- Manage customer visits, including test track reservations, vehicle deliveries, and support services.
- Coordinate directly with external customers to understand testing requirements, timeliness, and special handling requirements.
- Monitor customer activities to ensure compliance with safety protocols and operational procedures.
- Track and report customer usage, test schedules, and feedback for continuous improvement.
- Support vehicle preparation and post-test inspections as needed.
- Help troubleshoot tire-related issues and escalate concerns to the appropriate technical staff.
- Maintain accurate records of tire inventory, usage, and test results.
- Mount, balance, and inspect tires for various test vehicles according to customer specifications and testing protocols.
- Ensure all tire handling and preparation activities comply with safety standards and operational procedures.
- Support administrative tasks such as data entry, invoicing, and documentation management.
- Assist in resolving customer issues or concerns promptly and professionally.
- Maintain confidentiality and ensure compliance with NDAs and proprietary testing protocols.

Your profile

WHAT YOU BRING TO THE ROLE

- High school diploma or equivalent.
- 2+ years of experience in customer service, operations coordination, or administrative support.



Job ID
REF89231G

Field of work
Administration and Assistance

Location
Uvalde

Leadership level
Leading Self

Job flexibility
Onsite Job

Legal Entity
Continental Tire the Americas, LLC

- Strong interpersonal and communication skills with a customer-first mindset.
- Ability to manage multiple priorities in a fast-paced environment.
- Detail-oriented with strong organizational and problem-solving abilities.
- Basic computer skills for data entry and inventory tracking.
- Ability to lift up to 50lbs and work in varying weather conditions.
- Legal Authorization to work in the US is required. We will not sponsor individuals for employment visas now or in the future for this job opening.
- Continental is not able to pay relocation expenses for this opportunity.

ADDITIONAL WAYS TO STAND OUT

- Associates or Bachelors Degree
- Experience in automotive, testing, or technical environments is highly desirable.

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!

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

THE COMPANY

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 division employs more than 56,000 people worldwide and has 20 production and 16 development sites.