

# Track Operations Controller II

## Your tasks

### HOW YOU WILL MAKE AN IMPACT

SG7

### Job Summary

The **Track Operations Controller II** supports the Track Management Department by combining administrative, clerical, and dispatch functions. This role supports by ensuring safe testing operations by monitoring radio and computer systems, maintaining communication with drivers, and responding to incidents. Other duties include supporting the department day-to-day operations such as maintaining schedules, meetings, record keeping and other office tasks, support with projects, and troubleshooting minor technical issues. The position requires strong communication, organizational, and technical skills, and the ability to remain composed under pressure.

### Essential Job Functions

- Support department and track safety leadership with daily updates and critical issue reporting
- Operate and monitor radios, phones, and surveillance systems to coordinate safe track operations
- Dispatch, communicate, and respond to incidents, relay announcements and safety alerts in normal and emergency situations
- Ensure compliance with track safety policies and procedures while assisting in situational assessments during incidents
- Maintain accurate records, reports, and databases, support scheduling and document preparation
- Perform administrative tasks including correspondence, filing, and inventory management
- Provide customer service to internal teams, suppliers, and clients while handling confidential information with discretion
- Assist with fieldwork such as traffic control devices, test course checks, and light equipment handling as needed
- Perform other duties as assigned to support the Track Management function
- Track deadlines, facilitate communication, and support project management tasks
- Assist in compliance and quality tracking, safety reporting, and maintaining updated procedures
- Manage office supplies and equipment, and troubleshooting minor technical issues
- Perform other duties as assigned to support the Track Management function

### Required Skills & Proficiencies

- Strong organizational, planning, and multitasking abilities in a fast-



Job ID  
**REF89233C**

Field of work  
**Administration and Assistance**

Location  
**Uvalde**

Leadership level  
**Leading Self**

Job flexibility  
**Onsite Job**

Legal Entity  
**Continental Tire the Americas, LLC**

paced environment

- Excellent verbal and written communication, including administrative writing and proofreading
- Customer service orientation with professionalism, discretion, and sound judgment
- Proficiency in Microsoft Office 365, databases, and spreadsheets
- Attention to detail and accuracy in handling records, documents, and sensitive information
- Flexibility to adapt to changing priorities and occasionally work beyond standard hours
- Familiarity with collaboration tools (Microsoft Teams)
- Experience with cloud-based storage and file management (OneDrive, SharePoint)
- Ability to learn and adapt quickly to new software and office technologies
- Strong organizational and document management skills

### **Physical & Work Environment Requirements**

- Ability to sit for extended periods and operate office/dispatch equipment
- Ability to occasionally lift and carry up to 50 lbs.
- Maintain composure and sound judgment in stressful or emergency situations
- Flexibility to occasionally work beyond standard hours to meet departmental needs
- Work performed primarily in an office/track control center environment with routine use of computers, phones, and radios

### **Your profile**

#### **WHAT YOU BRING TO THE ROLE**

- High School Diploma or Equivalent
- 3+ years of experience in administrative support, dispatch/communications, or a similar role
- 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 Bachelor's Degree
- Previous experience as a public safety telecommunicator, dispatcher, or air traffic controller

### **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](mailto: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.