

Track Operations Administrator

Your tasks

HOW YOU WILL MAKE AN IMPACT

SG8

We are seeking a highly organized and communicative **Track Operations Administrator** to join our team at the proving grounds. This role is a dynamic blend of customer interface (50%) and communications (50%), supporting both operational excellence and strategic messaging. The ideal candidate will be the central liaison between customers, track safety personnel, and internal management, while also driving site communications and promotional efforts.

Key Responsibilities:

Customer Interface (50%)

- Schedule and manage track usage, coordinating complex logistics with external customers to optimize facility utilization.
- Serve as the primary liaison between customers and track safety teams to ensure compliance with safety protocols and smooth operations.
- Facilitate clear and timely communication between customer management and internal track management to address concerns and implement solutions.
- Conduct pre-test briefings with customers to outline safety procedures, track rules, and operational guidelines.
- Manage customer feedback and complaints, implementing improvements to enhance customer satisfaction and retention.
- Maintain accurate records of track usage, customer interactions, and safety incidents for reporting and analysis.

Communications (50%)

- Interpret and adapt corporate guidelines to fit the unique needs of the proving grounds location, ensuring consistent branding across all communications.
- Manage and grow the site's social media presence to promote



Job ID

REF89236M

Field of work

Administration and Assistance

Location

Uvalde

Leadership level

Leading Self

Job flexibility

Onsite Job

Legal Entity

Continental Tire the Americas, LLC

activities, achievements, and updates, increasing engagement and visibility.

- Develop and maintain site brochures, presentations, and other promotional materials, tailoring content for various stakeholders and purposes.
- Assist in internal communications and support site-wide messaging initiatives.
- Create and distribute regular newsletters highlighting track achievements, upcoming events, and industry news.
- Collaborate with marketing teams to develop targeted campaigns promoting the proving grounds' capabilities and services.
- Monitor industry trends and competitor activities, providing insights to management for strategic planning and positioning.

Your profile

WHAT YOU BRING TO THE ROLE

- High School Diploma or equivalent
- Proven experience (3+ years) in customer service, operations coordination, or communications.
- Strong interpersonal and organizational skills with the ability to multitask effectively.
- Demonstrated ability to manage multiple priorities and work cross-functionally.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and social media platforms (LinkedIn, Twitter, Facebook).
- Excellent written and verbal communication skills, with the ability to adapt messaging for various audiences.
- Experience in project management and event coordination.
- Knowledge of safety protocols and regulations in industrial or automotive settings.
- Strong problem-solving skills and ability to make decisions under pressure.
- Experience in automotive, testing, or track operations is a plus.
- Flexibility to work occasional weekends or extended hours as required by track schedules.
- Valid driver's license and ability to operate standard vehicles.
- Certification in First Aid and CPR is preferred.
- Willingness to learn and stay updated on industry trends and technological advancements in automotive testing.
- 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.

Our offer

WORK ENVIRONMENT

- Office-based within a technical and operational proving ground setting.
- Regular interaction with cross-functional teams and leadership.
- May require occasional site walks or coordination with field personnel.

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.