

Technical Customer Services Engineer Bicycle Tires (m/f/diverse) - REF89959G

Your tasks

As the Technical Customer Service (TCS) Engineer Bicycle tires you are the link between all markets and our central organization regarding all technical aspects of the product segment Bicycle tires. On the one hand you are supporting the sales organization regarding warranty handling, tech. trainings and tech. customer consultancy and on the other hand you are initiating, coordinating, and summarizing market feedback to convey the main messages to internal stakeholders like R&D, QM, Marketing and Management. You are the central TCS interface to the Business Field Bicycle tires and ensure that our TCS activities are in line with the needs of our internal & external customers.

In addition, you are responsible for the reporting landscape within TCS Specialty Tires, especially via Power BI dashboards.

- Ensure proper complaint handling worldwide for bicycle tires in line with Market and/or Business Field expectation
- Responsible for the global market observation bicycle tires according to Continentals processes
- Initiate and drive the internal product improvement process for bicycle tires
- Creating, maintaining and executing technical trainings for internal (e.g. sales organization) and external stakeholders (e.g. Distributors; Consumer...)
- Customer Consultancy (internal and external) - setting standards
- Create correct and valid technical support material (e.g. warning labels, FAQ's, website content)
- Lead Projects within Central TCS
- Ensure technical compliance of our products
- Develop/maintain Power BI dashboards within TCS Specialty Tires reporting landscape
- Steer frequent reporting for all Specialty Tires Business fields

Your profile

- Academic degree in Engineering or equivalent
- Several years working experience in tire and/or bicycle industry
- Passion for bicycle riding
- Hands-on mentality and strong customer orientation
- Strong IT affinity, Power BI experience welcome
- Fluent English and German language skills (written and spoken)
- Analytical skills, along with excellent written and oral skills (including presentation)

Applications from severely handicapped people are welcome.



Job ID
REF89959G

Field of work
Marketing and Sales

Location
Hannover

Leadership level
Leading Self

Job flexibility
Hybrid Job

Contact
Philipp Meinen

Legal Entity
Continental Reifen Deutschland GmbH

Our offer

We offer the following benefits:

- Salary based on Chemical Industry Tariff
- 30 day of paid vacation per year
- Three extra days per year for individual use (called: future value)
- Attractive career development opportunities
- We offer balanced working conditions by doing mobile work, working part-time, flexible working time as well as Sabbatical options
- Cross-Border mobile work options up to 40 days per year from other EU countries
- Company Pension plan
- Attractive employee benefits with discounts
- Diverse offers that support a better “work-family” balance (e.g. company childcare places and free emergency care for your children)
- A highly diverse environment across our location
- A new canteen on site with a variety of lunch options

If this sounds like a perfect match for you and if you want to become the next supporter of our core values: **Trust, for one another, passion to win and freedom to act** - we are looking forward to receiving your application.

[Diversity, Inclusion & Belonging](#) are important to us and make our company strong and successful. We offer equal opportunities to everyone - regardless of age, gender, nationality, cultural background, disability, religion, ideology or sexual orientation.

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

With its premium portfolio in the car, truck, bus, two-wheel and specialty tire segment, the Tires group sector stands for innovative solutions in tire technology. Intelligent products and services related to tires and the promotion of sustainability complete the product portfolio. For specialist dealers and fleet management, Tires offers digital tire monitoring and tire management systems, in addition to other services, with the aim of keeping fleets mobile and increasing their efficiency. With its tires, Continental makes a significant contribution to safe, efficient and environmentally friendly mobility.