Customer Service OE & Market Planning

Your tasks

Oversee Demand planning, forecast, supply, order and deliveries from Conti plants to external warehouses for OE business and responsible for Market Planning for Replacement market.

1. Demand Forecasting

- Provide monthly baseline forecast to Country Sales aligned with market strategy.
- Analyze demand trends and monitor open orders vs. sales.
- Review and update forecasts weekly at article and product group level.
- Coordinate forecast alignment between Sales and strategic goals.
- Prepare and submit forecast accuracy reports per market/product group.

For OE PLT:

- Determine customer demand for next 12 weeks + rolling months.
- Prepare forecast for SOP customers; review with KAM and update APO system.
- Monitor demand changes and coordinate production plan adjustments.
- Escalate production capacity issues when necessary.

2. Demand Confirmation

- Update weekly PSI and follow up on shortages with plants.
- Ensure replenishment plan (up to 12 weeks) matches forecast split.
- Monitor planned vs. actual supply; report major shortfalls to Sales and Stock Management.

3. Article Phasing In/Out

- Update Country Sales on SOPs and availability dates for new articles.
- Align forecasts for phase-in/phase-out articles.
- Check open orders and advise changes or deletions as needed.

4. Order & Inventory Management

- Ensure article availability across the supply chain.
- Receive and confirm customer orders.
- Optimize transport scheduling.
- Coordinate alternatives for availability issues.
- Monitor deliveries and inventory levels in warehouses and customer sites.
- Identify and manage stock depletion for out-of-age/out-of-range items.

5. Billing & Invoicing (shared)

Job ID
REF92692V

Location
Petaling Jaya

Leadership level
Leading Self

Job flexibility
Onsite Job

Legal Entity
Continental Tyre PJ Malaysia Sdn. Bhd.

- Receive invoicing notifications from customers and submit e-invoices.
- Verify invoicing quantities.
- Issue and release billing to accounting; notify Finance for VAT invoices.
- Provide necessary invoicing documents to Finance.

6. Logistics & Warehouse Management (shared)

- Coordinate with service providers and monitor quality.
- Track stock levels and ensure regular reporting.
- Handle logistics complaints.
- Implement cost verification for PLT OE Malaysia.
- Prepare reports on budget, forecast changes, cost tracking, and premium logistics.
- Resolve import-related issues and avoid D&D costs.

7. Other Assignments (shared)

- Improve supply chain processes for OE Malaysia.
- Identify and monitor stock/billing gaps.
- Conduct customer visits when needed.
- Drive continuous process improvement through automation and operational excellence.

8. Reporting (shared)

- Prepare daily/weekly/monthly supply chain reports.
- Monitor billing status and prepare sales tracking reports.
- Generate additional reports for operational improvement.

Your profile

1. University degree in University Degree in Economics / Business Management / Supply Chain & Logistics
2. Additional qualification in project management, data analytics, market intelligence is an added advantage
3. Min. 4-6 years working experience in sales planning, market planning, or related commercial function
4. Strong understanding of market dynamics, customer segmentation, product portfolio management, and pricing fundamentals
5. Hands on experience in managing end to end planning cycles, including forecasting, budget planning, and performance review.
6. Demonstrated capability in process improvement, workflow optimization or implementation of planning tool / systems
7. Ability to lead without authority by influencing stakeholders and driving alignment across departments, experience in coaching or guiding junior team members in planning methodology, data analysis and reporting standards
8. Experience in working in a multicultural environment.

Our offer

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About us

Continental is a leading tire manufacturer and industry specialist. Founded in 1871, the company generated sales of €39.7 billion in 2024 and currently employs around 95,000 people in 54 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 has been delivering top performance for more than 150 years and is one of the world's largest tire manufacturers. In fiscal 2024, the Tires group sector generated sales of 13.9 billion euros. Continental's tire division employs more than 57,000 people worldwide and has 20 production and 16 development sites.