

Inside Sales Specialist

Descrição da função

Managing all activities related to customers order management until delivery & returns. Strong customer management and order management skills, for efficient order and returns management. Responsible as Inside sales to handle customer queries and proactively reaching out to customer for tasks assigned. Be the interface for customer for outbound and inbound communication.

1. Customer Order Processing

- Enter customer orders in SAP accurately (article, quantity, customer code, shipping condition, DOT, RDD). (RE/OE/Car Dealer)
- Ensure correct pricing per customer PO.
- Verify articles against D-chain status (phase-in/out, promotions) and align with Market Planner.
- Complete delivery notes and release orders to warehouse before cut-off.
- Monitor Own Collection and UHP Express Delivery.
- Handle lost orders per guidelines.

2. Back Order Management & Order Housekeeping

- Monitor back orders and confirm lines with Market Planner as per RDD.
- Weekly check on unconfirmed orders; take proactive action.
- Publish weekly open order report and follow up with sales for updates (keep or cancel).

3. Customer Documentation (shared)

- Ensure shipment, invoice, and documents are sent with goods.
- Collect signed Proof of Delivery (POD) when needed.
- Process invoice discrepancies and issue credit/debit memos timely.

4. Return Management

- Create return orders in SAP after approval.
- Monitor returns and coordinate with warehouse for timely closure and CN issuance.

5. Customer Service

- Maintain effective communication and maximize satisfaction.
- Manage inquiries and handle Avaya calls daily and live chat with customers.

6. Sales Reporting

- Update daily sales after cut-off (planned vs actual delivery).
- Share pending delivery orders and perform housekeeping.
- Update sales for credit-blocked orders.



Identificação da vaga
REF92694J

Local
Petaling Jaya

Nível de liderança
Leading Self

Modalidade de trabalho
Onsite Job

Pessoa jurídica
Continental Tyre PJ Malaysia Sdn. Bhd.

7. System

- Responsible for Tempo or COC LKU. Working together with business and CKU team together with IT for system proper functioning and enhancements

8. Promotions & Call Handling

- Handle inbound calls and live chat for order, delivery, DOM inquiries, any other
- Make outbound calls for sales targets and promotions, or any other as assigned
- Resolve escalated service calls.

9. Sales Support

- Support achievement of sales targets

10. Channel Management

- Use digital tools for customer engagement and education.

11. Customer Training

- Maintain knowledge on products, promotions, soft skills, and digital tools or any other as needed.

12. Account Management

- Build strong customer relationships.
- Conduct operational review meetings with key customers.

13. People Management

- Train, develop, and coach COD Coordinators.

14. Reporting

- Prepare and distribute KPI reports or any other reports as needed.

15. Ad Hoc Tasks

- Handle additional tasks and support new initiatives/process improvements.

Requisitos

Bachelor degree or Diploma 2-5 yrs of experience in Logistics, Supply Chain Management , Sale and Marketing, Customer Service and Call Centre

Several years of experience in handling call centre, customer service and or sales will be preferred.

Leading Self

Strong Customer Service skills and data analytics including working on digital solutions and innovation

O que oferecemos

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Quem somos

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.