

Technical Customer Service Engineer

工作职责

Warranty Handling

- Physical and virtual tire damage inspection
- Review and process tire warranty and quality claims from dealers and customers
- Assess claim validity based on technical standards, usage conditions, and warranty policies
- Support basic claim handling and escalate technical or quality issues to relevant teams (TCS, Quality, Sales)
- Enter, update, and manage complaint data in internal systems (e.g., SAP, CRM)
- Ensure that inspection for tires returned under warranty meets Corporate Customer Service standards
- Escalate technical, quality, or claim-related issues to appropriate teams
- Identify recurring issues and report trends for product improvement
- Consult and train sales team in technical questions/aspects
- Create/carry out technical trainings and presentation to external and internal customers (products, tire technology, care & maintenance, etc.)

Product Quality

- Ensure qualified resolution of technical and/or product related questions from users, fleets and dealers
- Analysis, evaluation and reporting of product quality and performance
- Evaluate and report product performance vs competition and identify gaps for benchmarking

Inquiry Handling

- Handle incoming inquiries via phone, website, email, and online platforms and respond to questions
- Coordinate and manage call center supported by marketing, sales, logistics to resolve customer requests
- Register and update customer inquiries and cases in internal systems
- Ensure accuracy and completeness of inquiry records and follow-up actions

Regulation

- Execute domestic certification and registration operations, including KC, Energy Efficiency Ratings, and Tire Noise regulations
- Manage the full certification lifecycle, covering application, amendment, renewal, and ongoing maintenance
- Coordinate registrations and submissions through government authority portals and systems



职位号码

REF93650X

所在地

Seoul

领导力级别

个人贡献者

工作场所灵活度

现场办公

法律实体名称

Continental Tire Korea Co., Ltd.

Support on-site inspections, audits, and regulatory issue resolution through evidence preparation and systematic issue tracking

职位要求

- Bachelor's degree in related field, specialized in Engineering preferred
- Min 3 years of job experience in tire or automobile industry/service, preferably in the area of customer service within the tire industry.
- Professional experience in problem solving and decision-making processes
- Intermediate level of English with excellent communication skill in Korean

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콘티넨탈과 함께할 준비가 되셨다면, 온라인 입사지원으로 그 첫 걸음을 시작하세요.

关于我们

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.