

# Customer Relations Representative - Bilingual (French)

## Responsabilități

### HOW YOU WILL MAKE AN IMPACT

We are seeking a friendly and empathetic Customer Relations Representative to join our team in Fort Mill, South Carolina. In this role, you must be fluent in French and you will be the primary point of contact for our valued customers, providing exceptional support and ensuring their satisfaction with our products and services.

- Respond to customer inquiries via phone, email, and chat in a timely and professional manner
- Actively listen to customer concerns and provide appropriate solutions
- Maintain accurate records of customer interactions using our SAP/Global Complaint system
- Collaborate with other departments to resolve complex customer issues
- Identify and report common customer concerns to help improve our products and services
- Participate in ongoing training to stay updated on company policies and product knowledge
- Contribute to a positive team environment by supporting colleagues and sharing best practices

## Cerințe

### WHAT YOU BRING TO THE ROLE

- Fluent in French and English
- Excellent verbal and written communication skills
- Strong active listening and problem-solving abilities
- Experience with conflict resolution and de-escalation techniques
- Proficiency in Customer Service software (e.g., Zendesk, SAP, etc.)
- Familiarity with Microsoft Office Suite
- 1-3 years of Customer Service experience
- Ability to remain calm and professional in high-pressure situations
- Strong attention to detail and ability to multitask effectively
- Flexibility to work various shifts, including holidays, as needed
- Bachelor's degree in Related field

## Oferta noastră

All your information will be kept confidential according to EEO guidelines.

### THE PERKS

- Immediate Benefits
- Paid Time Off



Job ID  
**REF93738J**

ID poziție  
**Marketing & Vânzări**

Domeniul de activitate  
**Fort Mill**

Nivelul de Leadership  
**Leading Self**

Flexibilitatea programului de lucru  
**Hybrid Job**

Persoană juridică  
**Continental Tire the Americas, LLC**

- 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](mailto: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.

#### **Despre noi**

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 sector employs more than 56,000 people worldwide and has 20 production and 16 development sites.

Are you ready to shape the future with us?