

Inside Sales Representative - Commercial Specialty Tires

Your tasks

HOW YOU WILL MAKE AN IMPACT

Supports sales for our Commercial Specialty Tire group. You will be a primary contact for our customers and Sales Managers in the field with direct responsibility for order entry and order management through multiple forms of communication (including email, phone, ContiLink and EDI). You will be expected to review backorders, process customer returns, create delivery notes and coordinate with Transportation planners, for your assigned area.

Main responsibilities:

- Operate within SAP R3 system.
- Handle inbound customer calls. Must meet stated department phone objectives.
- Establish and maintain a working customer relationship.
- Provide daily feedback to customer, sales and supervisors on order and inventory status, via reporting standards.
- Assist with customer master file and account maintenance in CRM.
- Ensure the best possible fill rate and timely shipments by reviewing inventory availability, offer alternative product and warehouses, and maintain various customer tables.
- Collaborate with logistics, marketing, warehouses, credit, commercial division, sales, field sales reps, accounts and peers to ensure that processes and procedures are being utilized to achieve an effective level of customer service.
- Research and submit claims to correct billing and shipping errors. Responsible for identifying root causes and resolving overall problems so issues do not reoccur.
- Maintain knowledge of product and policy.
- Travel to customer location may be required.
- Assist CST Operations team as required.

Your profile

WHAT YOU BRING TO THE ROLE

- 3+ years of experience related to inside sales/order management
- Customer service or related inside sales experience
- Ability to work in a fast-paced environment
- Strong attention to detail, time management, organizational skills
- Interpersonal/Communication skills
- Ability to multitask
- Microsoft Office skills (Excel, Outlook, Teams)
- High School Diploma or equivalent
- Continental is unable to pay relocation expenses for this opportunity
- Legal Authorization to work in the US is required. We will not sponsor



Job ID

REF94003P

Field of work

Marketing and Sales

Location

Fort Mill

Leadership level

Leading Self

Job flexibility

Hybrid Job

Legal Entity

Continental Tire the Americas, LLC

individuals for employment visas now or in the future for this job opening

ADDITIONAL WAYS TO STAND OUT

- Bachelor's degree
- SAP experience
- Bilingual - French and English speaking

Our offer

THE PERKS

- Immediate Benefits
- Robust Total Rewards Package
- Paid Time Off
- Volunteer Time Off
- Tuition Assistance
- Company vehicle
- Employee Discounts, including tire discounts
- Sales Incentive Bonus Program
- Employees 401k Match
- Diverse & Inclusive Work Environment with 20+ Employee Resource groups.
- Remote 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 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.

About us

THE COMPANY

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.