

Field Engineer - Truck Tire US South Region

Descrição da função

HOW YOU WILL MAKE AN IMPACT

SG10/11

This is a remote-based field position. Candidates should be located in one of the following states: North Carolina, South Carolina, Georgia, Florida or Mississippi

Continental Tire is seeking a **Field Engineer** to join our Commercial Tire Technical Customer Service team. This remote-based role provides field technical support to Sales, dealers, and fleets by investigating product complaints, conducting training, and monitoring tire performance in real-world applications.

If you excel at problem-solving, communication, and hands on technical work, this role offers a great opportunity to represent Continental in the field and strengthen customer relationships.

What You'll Do

1. Sales & Customer Support

Assist Sales in investigating product complaints by performing field inspections and providing technical recommendations to resolve customer concerns.

2. Product Performance Tracking

Monitor and report on the performance of targeted Continental commercial tire products in the U.S. market, identifying trends and opportunities for improvement.

3. Complaint Management

Document all complaints in the Global Complaint Handling System, maintain accurate records, analyze trends, and share insights with internal stakeholders.

4. Continuous Improvement Engagement

Identify systemic issues, escalate relevant topics into the continuous improvement platform, and participate in monthly review meetings to support corrective actions.

5. Training & Technical Education

Deliver technical training to Sales teams, fleets, and dealers on tire failure modes, inspection practices, and other relevant technical subjects.

Requisitos

WHAT YOU BRING TO THE ROLE:



Identificação da vaga
REF94098G

Área funcional
Marketing and Sales

Local
Raleigh

Nível de liderança
Leading Self

Modalidade de trabalho
Remote Job

Pessoa jurídica
Continental Tire the Americas, LLC

- Bachelor's Degree AND 2+ years related professional experience
OR 5+ years related professional experience if no Bachelor's
- Strong analytical and problem-solving skills
- Ability to communicate technical information clearly to both technical and non-technical audiences
- Comfort working independently in a field-based environment
- Proficiency with digital tools and reporting platforms
- Willingness to travel regularly within assigned territory (up to 60%)
- Legal Authorization to work in the US is required. We will not sponsor individuals for employment visas now or in the future for this job opening.
- Continental is not able to pay relocation expenses for this opportunity.

ADDITIONAL WAYS TO STAND OUT

- Experience in Customer Service, commercial tires, mechanical systems, or related technical fields

O que oferecemos

THE PERKS

- Immediate Benefits
- Robust Total Rewards Package
- Paid Time Off
- 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 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.

Quem somos

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.