

# Service Center Analyst

## Ihre Aufgaben

**Purpose:** Manage and optimize transportation resources to improve delivery times to the customer through tracking activities with technology support.

### Key Responsibilities:

#### Carrier and Shipment Management

- Maintain carrier contact to obtain and communicate tracking information for Continental and DHL Express shipments; request missing data for DHL Air Waybill (AWB) creation and manage scheduled departures with the Security Company

#### Claims and Delivery Resolution

- Register, document, and follow up on transportation claims and DHL parcel indemnities; resolve delivery discrepancies including missing items, damaged inventory, and unloading delays to ensure customer satisfaction

#### Order Processing and Fulfillment

- Process express and employee orders from Guadalajara and Monterrey locations, coordinating with suppliers and warehouse personnel for timely delivery

#### Inventory and Quality Management

- Receive and upload delivery evidence to OneDrive, verify DHL-generated reports, manage Quality Holds on tire inventory, and execute weekly transfers and phase-out procedures across MXCO, MXMY, and Texcoco locations

#### Performance Reporting and Supplier Coordination

- Calculate Key Performance Indicators (KPIs) for transport lines, prepare monthly revenue recognition reports, and conduct weekly performance reviews with supplier Jasman

## Ihr Profil

### Education and Experience:

- Bachelor's degree in Business Administration, International Business, Logistics and Supply Chain Management, or a related field is required.
- 1 to 3 years of professional experience in logistics, supply chain, order management, or transportation operations is required.
- Intermediate English proficiency is mandatory.

### Core Competencies:



Job ID  
**REF95543B**

Arbeitsbereich  
**Logistik**

Standort  
**Santiago de Querétaro**

Leadership Level  
**Leading Self**

Job Flexibilität  
**Hybrid Job**

Rechtliche Einheit  
**Continental Tire de México, S. de R.L. de C.V.**

- Advanced proficiency in order and inventory management
- Proven ability to prioritize critical tasks and manage competing demands
- Commitment to resolving customer issues with precision and accountability
- Proficiency in shipment tracking and carrier coordination

#### **Required Technical Knowledge:**

- Proficiency in SAP applications and enterprise resource planning systems
- Advanced command of Microsoft Office Suite (Excel, Word, PowerPoint)
- Expertise in data analysis, validation, and requirements gathering
- Proficiency in Key Performance Indicator (KPI) development and management
- Thorough knowledge of inventory management systems and procedures
- Strong product and business domain knowledge
- Mastery of client relationship management and communication protocols

#### **Unser Angebot**

Continental we are committed to building an inclusive and discrimination-free ecosystem in Mexico, these principles are rooted in our corporate philosophy and culture. Therefore, it is totally forbidden to request a pregnancy or HIV test as part of our selection processes.

#LI-AT1At

Ready to drive with Continental? Take the first step and fill in the online application.

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#### **Über uns**

Continental desarrolla tecnologías y servicios vanguardistas para la movilidad sostenible e interconectada de personas y bienes. Fundada en 1871, la empresa de tecnología ofrece soluciones seguras, eficientes, inteligentes y asequibles para vehículos, máquinas, tráfico y transporte. En 2022, Continental generó ventas por 39 400 millones de euros y actualmente emplea a unas 200 000 personas en 57 países y mercados.

Con su cartera de productos de primera calidad en el segmento de llantas para automóviles, camiones, buses, vehículos de dos ruedas y especiales, el sector del grupo Llantas es sinónimo de soluciones innovadoras en el ámbito de la tecnología de las llantas. La cartera se completa con productos y servicios inteligentes relacionados con las llantas y la promoción de la sostenibilidad. Para los concesionarios especializados y la administración de flotas, el grupo Llantas ofrece sistemas digitales de monitoreo y gestión de llantas, además de otros servicios, con el objetivo de mantener las flotas en movimiento y mejorar su eficiencia. Con sus llantas, Continental contribuye significativamente a una movilidad segura, eficiente y respetuosa con el

medioambiente.