

Service Center Analyst

Tus tareas

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

Tu perfil

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:



ID del puesto
REF95543B

Área de trabajo
Logística

Ubicación
Santiago de Querétaro

Nivel de liderazgo
Autoliderazgo

Flexibilidad del puesto
Hybrid Job

Entidad legal
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

Nuestra oferta

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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Acerca de nosotros

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.