

# Customer Supply Planner OE

## Ihre Aufgaben

### Responsibilities:

#### *Supply Planning & Coordination*

- Coordinate customer requirements and prepare weekly delivery schedules for OE customers, monitoring adherence to established dates and times
- Create and maintain orders for shipments from Mexican warehouses in SAP; coordinate with warehouse management on personnel assignment and transportation logistics

#### *Demand Forecasting & Inventory Management.*

- Obtain customer information on a monthly and weekly basis; download and analyze customer requirements via EDI and web-based systems to support demand forecasting
- Coordinate production planning (SLP) for imported products and maintain inventory control across MXTO and MXPO warehouses with 45-day stock coverage
- Load forecasts into APO systems and analyze market conditions, seasonality, and trends to prepare monthly reports with recommendations

#### *Production & Logistics Coordination.*

- Communicate and coordinate with production plants in Europe, USA, and South America; coordinate production and delivery of Engineer-to-Order (ETO) products in compliance with Product Engineering teams
- Follow up on customs clearance processes for imported items and maintain logistics documentation

#### *Systems & Customer Service.*

- Provide technical support for new product development through EDI, SMART, DDL, and SAP systems; address customer claims regarding delivery anomalies and manage electronic invoicing and price changes

#### *Finance Support.*

- Steers up on matching the company and customers information regarding and outstanding balances.
- Lead Customer Service team to ensure the overdue's level are matching with the Business unit established targets.
- Elaborate information about invoices issued by OE / electronic invoice - timbrado fiscal
- Monitor price changes for the preparation of retroactive
- Provide delivery support via ASN
- Rebilling for price changes or Tax stamping issue



Job ID  
**REF95586N**

Arbeitsbereich  
**Fertigung Betrieb & Produktion**

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.**

- Attend weekly meetings to monitor overdue balances.

## **Ihr Profil**

### **Education**

- Bachelor's Degree in Industrial Engineering, Business Administration, Logistics Engineering, or equivalent discipline.
- Minimum 3-5 years of professional experience in supply planning, logistics operations, or related functions.
- Advanced English: Proficiency in listening, speaking, reading, and writing required for professional communication.

### **Technical Knowledge**

- Intermediate proficiency in Microsoft Excel, including advanced formulas, data manipulation, and reporting capabilities.
- Competent SAP (SD) skills, including report generation, transaction execution, system navigation, and data entry.
- Power BI Knowledge Desirable.
- Ensure financial procedures.

### **Customer and Communication Skills**

- Demonstrated commitment to customer-centric service delivery with focus on internal and external stakeholder satisfaction.
- Ability to communicate complex information clearly to diverse audiences, including peers, management, and external customers.

## **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.

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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.