

# Service Center Analyst

## Your tasks

### About the role

We are looking for a dynamic profile that combines customer service excellence with a strong commercial mindset. This position is key to ensuring an efficient Supply Chain flow, accurate order management, and driving revenue through proactive outbound sales engagement with an existing customer portfolio.

You will play a strategic role in the customer experience, acting as the main point of contact while generating sales opportunities by offering available products, including suitable substitutes.

### Key responsibilities

#### Order Management & Operations

- End-to-end order management: product confirmation, RDD, order adjustments, cancellations, credit releases, and follow-up on discontinued items.
- Monitor inventory availability, product transit, and delivery fulfillment.
- Order entry (including maritime containers) and reporting (e.g., Direct Shipments).
- Coordinate with key functions (Supply Chain, Credit, Sales) to ensure business objectives are met.

#### Customer Service

- Maintain active and effective communication with internal and external customers via phone and email.
- Provide timely follow-up on order status, incidents, invoicing, and deliveries.
- Act as a facilitator by understanding and anticipating customer needs and proposing solutions.

#### Sales & Business Development (Outbound Sales)

- Proactively identify and contact existing customers through outbound sales calls to generate new business opportunities.
- Drive revenue growth through cross-selling and by offering available substitute products when needed.
- Strengthen customer relationships through continuous follow-up and



Job ID  
**REF96341G**

Field of work  
**Logistics**

Location  
**Santiago de Querétaro**

Leadership level  
**Leading Self**

Job flexibility  
**Hybrid Job**

Legal Entity  
**Continental Tire de México, S. de R.L. de C.V.**

a consultative approach.

## Analysis & Performance Tracking

- Monitor and analyze key indicators and dashboards: OB, BKO, inventory, credit, invoicing vs forecast, TOC, and order tracking.
- Measure performance through KPIs to support achievement of department objectives.

## Your profile

### Education and Experience:

- Bachelor's degree in Business Administration, International Business, Industrial Engineering, or related field.
- 1 to 3 years of experience in customer service, order management, or direct customer sales (outbound prospecting).
- Intermediate English (desirable)

### Core Competencies:

- Strong expertise in order management processes
- Sales-oriented mindset with proven ability to generate opportunities
- High commitment to customer issue resolution
- Ability to prioritize and manage multiple tasks effectively
- Strong communication and negotiation skills

### Required Technical Knowledge:

- SAP (desirable)
- Advanced Microsoft Office skills (especially Excel)
- Data analysis and validation
- Solid client relationship management and communication practices

## Our offer

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

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## About us

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.