

Technical Solutions Specialist (m/w/d) - Technical Service & Claim Management Automotive Aftermarket

Your tasks

- Assessment of technical complaints, preparation of inspection reports and credit notes
- Clarification of discrepancies with customers and coordination with Sales
- Forwarding complaints to suppliers and clarification of damage patterns
- Close cooperation with Product Management, Development, and Production to continuously improve product quality
- Development of continuous improvement proposals to optimize technical complaint handling processes
- Handling of the telephone service hotline for the Automotive Aftermarket

Your profile

- Completed vocational training as an automotive technician or a comparable qualification
- Ideally certified automotive master technician with additional training as a technical expert
- High level of technical knowledge in automotive engineering (automotive mechanic/mechatronics technician; ideally master technician with expert certification)
- English language skills; additional foreign languages are an advantage
- High level of customer orientation, effective communication skills, and excellent written and verbal communication abilities

Our offer

What we offer:

The 13-th salary - Paid once a year, in December;

Meal tickets - With a value of 40 Ron;

Private Health Insurance - Health is the most important, so we offer you a medical subscription through Signal Iduna;

Referral bonuses - We encourage colleagues to refer new candidates to us and, at the same time, to get the chance to receive a bonus;

Bookster - Feed your body and your mind. You can borrow books and you'll receive them at the office;

Sports benefits- It's important to stay active, so we offer you the 7Card;

Discounts at our partners - We collaborate with different vendors, and we receive discounts for various products/ services like rubbers, restaurants, kindergartens, etc;

System for Rewarding Improvement Ideas - We have an internal improvement program (Continental Idea Management) that gives you



Job ID
REF96391P

Field of work
Marketing and Sales

Location
Timișoara

Leadership level
Leading Self

Job flexibility
Hybrid Job

Legal Entity
ContiTech Thermopol Romania S.R.L.

the opportunity to come up with ideas and to be honored with an attractive bonus (this is established by the CIM team according to your improvement idea);

Happy days - If you or your child is getting married, or you become a parent, you receive some extra free days;

Life events celebration - If your family is growing, we praise your newborn with a bonus;

Unfortunate events - In case of unhappy events in your life, we support you by offering you free days and financial support (handled on a case by-case basis);

Extra vacation days - You begin with 22 vacation days/year, and starting with the 3rd year with us, we offer you 1 more day of vacation and. We reward employees who reach 15 and 20 years within the company with another day of vacation, reaching a maximum of 29 days.

Professional development - Many opportunities to develop yourself within the company;

Diversity and multicultural mindset - We encourage you to join us no matter who, where, or what you are. We have colleagues from different nations and a variety of languages are spoken in our company.

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

About us

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transportation. In 2024, Continental generated sales of €39.7 billion and currently employs around 190,000 people in 55 countries and markets.

The ContiTech group sector develops and manufactures, for example, cross-material, environmentally friendly and intelligent products and systems for the automotive industry, railway engineering, mining, agriculture and other key industries. Guided by the vision of “smart and sustainable solutions beyond rubber,” the group sector draws on its long-standing knowledge of the industry and materials to open up new business opportunities by combining various materials with electronic components and individual services.