

Customer Service Representative

Descrição da função

THE POSITION

The Customer Service Representative (CSR) serves as the primary contact for customers. The CSR is responsible for taking orders, creating deliveries, handling inquiries, complaints, residuals, claims, and refunds. They will understand and possess knowledge about various Continental ContiTech products, how they are manufactured, and the applications products can be used for. They will have a keen understanding of ContiTech's plant structure and processes for the expedient resolution of customer issues. **This position is hybrid and applicant can report to Fairlawn, OH or Lincoln, NE plant.**

HOW YOU WILL MAKE AN IMPACT

- Handles inbound phone calls from customers through ContiTech Customer Service Systems (CRM + Telephony + Document Management). Understands the overall flow of how work is processed through the CRM system. Accurate creation and management of cases for customers within the system.
- Proactively follow and ensure customer issues are resolved to the customer's satisfaction. Work with plants and customers to expedite product.
- Work with many different plants/locations where products are produced effectively and efficiently.
- Seek to understand and identify new ways to offer value-added services to customers. Complement and work in tandem with various ContiTech departments to improve the customer experience.
- Understand product portfolio and effectively recommend products and solutions to customers. Uses catalogs and software programs to provide recommendations and solutions to unique customer inquiries.
- Resolve complaints and conflicts as they relate to keeping customers satisfied. Communicate issues to management and work to resolve/settle disputes within company guidelines/policy.
- Respond to inbound customer communications. Communications include both internal associates as well as external associates. Additionally, deals with a variety of complex issues including product capabilities, order status, reasons for order delays/expediting, policies, and claims/returns.

Requisitos

WHAT YOU BRING TO THE ROLE

- Must have high school diploma/GED
- Experience in Customer Service (inbound calls)



Identificação da vaga
REF96425F

Local
Lincoln

Nível de liderança
Leading Self

Modalidade de trabalho
Hybrid Job

Pessoa jurídica
ContiTech USA, Inc.

- Microsoft Office
- Excellent verbal and written communication skills
- Ability to work well with minimal supervision in fast-paced and high-pressure situations.
- Accurate and detail-oriented and be self-motivated and goal-oriented.
- Ability to interface comfortably with customers and internal departments.
- Strong interpersonal skills and can work well in a team environment.
- Ability to understand commercial, shipping/logistics and manufacturing processes.
- Analytical mindset
- Ability to portray professionalism and confidence to customers via phone and email.
- Strong relationship-building skills.
- Strong organizational and time management skills
- Ability to multitask and handle large volume of work efficiently and accurately.

Legal authorization to work in the U.S. is required. We will not sponsor individuals for employment visas, now or in the future, for this job opening.

No Relocation Provided

ADDITIONAL WAYS TO STAND OUT

- 2+ years' experience working in a Customer Service environment.
- Experience using SAP
- Salesforce Experience
- Prior experience working inside sales or dealing with the management/scheduling of a manufacturing production environment.

O que oferecemos

THE PERKS

- Immediate Benefits
- Paid Time Off
- Tuition Assistance & Employee Discounts
- Employer 401(k) Match
- Competitive Bonus Programs
- Employee Assistance Program
- Future Growth Opportunities, including personal and professional
- And many more benefits that come with working for a global industry leader!

EEO-Statement:

EEO / AA / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations,

including affirmative action responsibilities, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to Careers@conti-na.com or contact US Recruiting at 248.393.5566. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

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

Your information will be kept confidential according to EEO guidelines.

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EEO / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities for qualified individuals with a disability and protected veterans, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to Careers@conti-na.com or contact US Recruiting at 800-821-2727. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

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Quem somos

Continental is a leading tire manufacturer and industry specialist that develops and produces sustainable, safe and convenient solutions for automotive manufacturers as well as industrial and end customers worldwide. Founded in 1871, the company generated sales of €39.7 billion in 2024 and currently employs around 95,000 people in 54 countries and markets.

ContiTech is one of the world's leading industry specialists. The Continental group sector offers its customers connected, environment-friendly, safe and convenient industry and service solutions using a range of materials for off-highway applications, on rails and roads, in the air, under and above the ground, in industrial environments, for the food sector and the furniture industry. With about 39,000 employees in more than 40 countries and sales of some 6.4 billion euros (2024), the global industrial partner is active with core branches in Asia, Europe and North and South America.

Are you ready to shape the future with us?