

Customer Logistics Specialist CTR

Your tasks

Responsibilities:

Order Processing and Customer Service:

- Ensure complete order acceptance, processing, and delivery to international customers
- Monitor order entry and create orders in the system
- Coordinate special freights and daily delivery dates with customers, production, demand planning, and sales teams
- Allocate available stock to orders efficiently
- Create, review, and submit standardised documents (e.g., order confirmations, back order overviews)
- Process customer enquiries and requirements through various channels, including customer web portals
- Handle and resolve customer enquiries via email and phone in a timely and accurate manner
- Provide outstanding customer service to improve customer satisfaction and relationships
- Update customer details regularly in SharePoint

Logistics and Documentation:

- Ensure daily and timely transmission of incoming EDI messages
- Guarantee accurate and punctual transmission of Advanced Shipping Notices (ASNs) to customers
- Coordinate with forwarders, warehouses, and dispatching departments for efficient communication
- Implement and test new EDI connections in cooperation with IT (for incoming orders and ASNs)
- Manage claims in collaboration with Quality Assurance/Quality Management teams, including claim reports and follow-up procedures

Process Improvement and Compliance:

- Implement, monitor, and optimise work instructions for the logistics department
- Coordinate small projects and support larger logistics initiatives
- Develop and follow measures to improve occupational safety in the logistics area
- Comply with company policies, rules, and regulations (e.g., working schedule, contract terms, quality management, health and safety, environmental protection, fire prevention, data protection policy)
- Participate in continuous improvement efforts for logistics processes and customer service standards

Collaboration and Communication:

- Work closely with internal departments such as sales, production, and



Job ID
REF96446E

Field of work
Logistics

Location
Timișoara

Leadership level
Leading Self

Job flexibility
Remote Job

Legal Entity
ContiTech Thermopol Romania S.R.L.

IT to ensure smooth order fulfilment

- Liaise with external partners, including freight forwarders and customs agencies, to facilitate efficient international shipments
- Prepare and present regular reports on logistics performance metrics and customer satisfaction levels
- Contribute to team meetings and brainstorming sessions to identify areas for improvement in logistics operations

Professional Development:

- Stay updated on industry trends, best practices, and emerging technologies in logistics and supply chain management
- Participate in relevant training programs to enhance skills in customer service, logistics software, and international trade regulations

Your profile

Qualifications:

- Successfully completed studies in logistics, supply chain management, business administration or a related field, or successfully completed commercial training
- At least 1 year of professional experience in the area of SCM / Customer Service (order processing)
- First experience with international customers
- Fluent in English, both written and spoken
- Spanish and/or French language skills : advanced knowledge
- Proficiency in Microsoft Office suite, particularly Excel for data analysis and reporting
- Experience with Enterprise Resource Planning (ERP) systems and Electronic Data Interchange (EDI)
- Strong analytical and problem-solving skills with attention to detail
- Excellent communication and interpersonal skills for effective customer service
- Ability to work in a fast-paced environment and manage multiple priorities
- Knowledge of international trade regulations and customs procedures
- Familiarity with logistics and transportation management systems
- Strong organizational skills and ability to meet deadlines
- Adaptability and willingness to learn new technologies and processes
- Team player with the ability to work collaboratively across departments

Our offer

What We Offer:

- **The 13th salary** - Paid once a year, in December;
- **Meal tickets** - With a value of 40 Ron;
- **Hybrid schedule** - Work-life balance is important, so we offer a flexible schedule. Please agree on this with your superior;
- **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 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, afterward from 2 to 2 years you'll get one more extra day (the maximum you can achieve is 27);
- **Transport from the Timisoara area** – You can choose to come with the bus provided by the company if you'll work from the plant location/office;
- **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.

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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 2021, Continental generated sales of €33.8 billion and currently employs more than 190,000 people in 58 countries and markets. On October 8, 2021, the company celebrated its 150th anniversary.

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.