Service Center Team Lead

Feladatok

Lead and optimize the Service Center operations, ensuring an efficient order-to-delivery cycle, high customer satisfaction, and alignment with commercial objectives. The role drives operational excellence, supports active sales execution, and leverages data to identify opportunities for growth and process improvement.

Key Responsibilities

1. Team Leadership & Development

- Lead, coach, and develop the Service Center team to achieve performance and service goals
- Identify capability gaps and implement upskilling initiatives
- Oversee staffing, training, and performance management processes

2. Service Center Operations

- Plan, direct, and monitor end-to-end order management activities (Contilink, phone, manual entry)
- Ensure accuracy, efficiency, and compliance in operational processes
- Act as escalation point for complex or high-impact issues
- Build and maintain strong relationships with customers and stakeholders
- Manage escalations and ensure timely resolution of service issues
- Drive customer satisfaction through proactive communication and service excellence

3. Sales & Commercial Support

- Coordinate and execute active sales initiatives with Sales and Marketing
- Support demand fulfillment by optimizing availability and service levels
- Align actions with channel needs and commercial targets

4. Performance Tracking & Reporting

- Monitor and report key KPIs (Fill rate, BKO, TOC, Active Sales, Customer Recovery)
- Track forecast vs. sales and channel performance
- Provide insights to stakeholders through dashboards and reports (Power BI/SAP)
- Work closely with Logistics, Demand Planning, Sales, Marketing, Pricing, and Credit
- Ensure SLA compliance and alignment across all sales channels
- Strengthen internal processes and communication flows

5. Continuous Improvement & Projects

- Lead process improvement initiatives and Service Center projects

Job ID
REF97287S

Munkaterület
Logisztika

Telephely
Santiago de Querétaro

Vezetői szint
Csoportvezető

Munkahelyi rugalmasság
Hibrid munka

Kontakt
azael terrones

Jogi egység
Continental Tire de México, S. de R.L. de C.V.

- Identify operational inefficiencies and implement solutions
- Support system enhancements and data governance activities (SAP)

Profilja

- Bachelor's degree in Business, Engineering, or related field.
- At least 2-3 years proven leadership experience managing teams and operational processes
- Solid experience in Customer Service and/or Account Management desirable
- Experience in sales support or commercial operations (desirable)
- Project management experience (continuous improvement initiatives preferred)
- English Level: Intermediate- Advanced

Technical Skills

- Strong knowledge of SAP (SD module preferred)
- Experience with reporting and analytics tools (Power BI or similar) desirable
- Data analysis and KPI tracking capabilities
- Understanding of order-to-cash / order-to-delivery processes.

Ajánlatunk

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

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

Rólunk

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 2022, Continental generated sales of €39.4 billion and currently employs around 200,000 people in 57 countries and markets.