

Customer Supply Manager – US, Passenger and Light Truck Tires

Your tasks

HOW YOU WILL MAKE AN IMPACT

The Customer Supply Manager is responsible for leading customer supply planning, demand alignment, inventory optimization, Sales & Operations Planning (S&OP), customer collaboration, and product lifecycle management activities for the U.S. PLT business.

This role serves as the primary liaison between Sales, Marketing, Supply Chain, Demand Planning, Customer Service, Finance, and Manufacturing to ensure optimal product availability, customer fulfillment, and business performance. The position is accountable for proactively identifying supply risks, developing mitigation strategies, managing customer allocation processes, and delivering actionable business intelligence that supports revenue growth, customer service, inventory optimization, and profitability objectives.

The Customer Supply Manager is also responsible for managing the operational execution of product lifecycle activities, including new product introductions, product transitions, and product discontinuations, ensuring successful market launches while minimizing inventory exposure and customer disruption.

Strategic Supply Planning and Customer Fulfillment

- Lead customer supply planning activities to ensure alignment between demand forecasts, inventory availability, and customer requirements.
- Develop and execute supply allocation and prioritization strategies during periods of constrained supply.
- Partner with Supply Chain, Manufacturing, Logistics, and Procurement teams to identify supply risks and implement mitigation plans.
- Monitor product availability and inventory positions to maximize customer service levels while minimizing excess inventory.
- Drive proactive communication of supply constraints, recovery plans, and customer impacts to Sales and Leadership teams.

Product Lifecycle Management – Phase-In / Phase-Out

- Lead the supply chain planning and execution activities associated with new product introductions, product replacements, and product discontinuations.
- Coordinate cross-functional phase-in and phase-out processes with Sales, Marketing, Product Management, Supply Chain, Demand Planning, Manufacturing, and Customer Service teams.
- Develop and maintain product transition plans that minimize obsolete inventory while ensuring uninterrupted customer service.
- Monitor inventory levels of outgoing products and manage depletion strategies to optimize working capital and reduce write-offs.



Job ID

REF97568M

Field of work

Marketing and Sales

Location

Fort Mill

Leadership level

Leading People

Job flexibility

Hybrid Job

Legal Entity

Continental Tire the Americas, LLC

- Ensure forecast alignment and inventory positioning for new product launches across all distribution centers and customer channels.
- Facilitate regular product lifecycle review meetings to monitor launch readiness, inventory exposure, supply risks, and customer conversion progress.

Sales & Operations Planning (S&OP) Leadership

- Lead the U.S. PLT S&OP process and facilitate monthly cross-functional planning meetings.
- Develop executive reporting and recommendations supporting business decisions.
- Monitor forecast accuracy, supply performance, inventory levels, and service metrics.

Customer Collaboration, Forecasting & Demand Alignment

- Support CPFR initiatives with strategic customers.
- Analyze customer sell-out, sell-in, inventory, and market intelligence data.
- Develop recommendations to improve customer service, inventory productivity, and sales growth.

Business Intelligence & Reporting

- Develop executive dashboards, scorecards, and KPI reporting.
- Analyze supply chain performance metrics including fill rates, inventory turns, and forecast accuracy.
- Deliver routine and ad hoc analysis supporting strategic decision-making.

Team Leadership & Functional Support

- Lead and develop planning analysts, inventory analysts, and system key users.
- Provide coaching, performance management, and career development support.

Process Improvement & Project Management

- Maintain a rolling 6-, 12-, and 24-month operational roadmap.
- Lead initiatives focused on service, inventory, forecasting, and operational efficiency improvements.

Your profile

WHAT YOU BRING TO THE ROLE

- Bachelor's Degree in Business Administration, Supply Chain Management, Operations Management, Logistics, Industrial Engineering, Finance, Economics, or a related field.
- 7+ years of progressive experience in Supply Chain, Demand Planning, Inventory Management, Customer Supply, Operations Planning, or Sales & Operations Planning (S&OP).
- Experience leading cross-functional initiatives involving Sales, Marketing, Supply Chain, Manufacturing, Finance, or Customer Service.
- Knowledge of Product lifecycle management, New Product

Introductions (NPI), Product Phase-In / Phase-Out management.

- Experience managing supply constraints, customer allocation, inventory optimization, and demand planning.
- Advanced Microsoft Excel skills (Pivot Tables, Power Query, Power Pivot, Lookups, Data Modeling, Charts).
- Experience with PowerPoint for executive level presentations.
- Experience using SAP ERP (Sales & Distribution, Materials Management, Production Planning).
- Experience using Business Intelligence and reporting tools and has strong data analysis and forecasting techniques.
- Experience with Inventory Management principles, Relative Sales & Operations Planning (S&OP) and Supply Planning and Demand Planning processes.
- Self-motivated with a strong sense of ownership and accountability.
- Excellent analytical and problem-solving skills.
- Strong financial and business acumen.
- Customer-focused mindset with a commitment to service excellence.
- Legal authorization to work in the U.S. is required. Continental is only able to offer visa support for internal individuals who currently hold an existing valid employment visa.
- Can offer a relocation package if needed.

ADDITIONAL WAYS TO STAND OUT

- Master's Degree (MBA, Supply Chain Management, Operations Management, Data Analytics, or related discipline).
- 10+ years of progressive experience in Supply Chain, Demand Planning, Inventory Management, Customer Supply, Operations Planning, or Sales & Operations Planning (S&OP).
- APICS/ASCM Certification (CPIM, CSCP) or equivalent professional certification.
- Experience within the automotive, tire, consumer products, or industrial manufacturing industries.
- 3+ years of leadership or supervisory experience managing teams and cross-functional projects.
- Experience working within a manufacturing environment supporting customer fulfillment.
- Experience supporting large national accounts and strategic customers.
- Experience with global supply chains and international manufacturing operations.
- Experience managing product launches, product transitions, and phase-in/phase-out activities.
- SAP APO Demand Planning (DP), SAP IBP, or equivalent planning systems.
- John Galt Atlas Forecasting System.
- Tableau or Power BI, SQL or other database query tools, ETL/Data integration knowledge, Statistical forecasting software.

Our offer

All your information will be kept confidential according to EEO guidelines.

EEO-Statement:

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.

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

About us

Continental is a leading tire manufacturer and industry specialist. Founded in 1871, the company generated sales of €19.7 billion in 2025 and currently employs around 78,000 people in 54 countries and markets.

Tire solutions from the **Tires group sector** make mobility safer, smarter, and more sustainable. Its premium portfolio encompasses car, truck, bus, two-wheel, and specialty tires as well as smart solutions and services for fleets and tire retailers. Continental has been delivering top performance for more than 150 years and is one of the world's largest tire manufacturers. In fiscal 2025, the Tires group sector generated sales of 13.8 billion euros. Continental's tire division employs more than 56,000 people worldwide and has 19 production and 16 development sites.