

Program Manager – TrukFix

Ihre Aufgaben

HOW YOU WILL MAKE AN IMPACT

SG 12

The Program Manager – TrukFix serves as the central liaison between emergency roadside service (ERS) software platform providers, Continental National Accounts, and dealer partners while leading administration of the TrukFix program. This role ensures seamless integration across ERS platforms, drives adoption, and maintains operational excellence through reporting, APIs, and standardized processes

The Position

- Lead the TrukFix ERS program and support its relaunch and ongoing growth
- Act as the primary point of contact between software providers, national accounts, and dealer partners
- Manage relationships with ERS software vendors and support system integrations and data flow
- Oversee API integrations, system maintenance, and ensure alignment with cybersecurity requirements
- Collaborate with sales and marketing teams to implement program standards and drive adoption
- Support national account and service provider onboarding and participation
- Monitor service provider performance and partner with field teams to improve service quality and consistency
- Track program participation, KPIs, and overall program health using data insights
- Maintain coverage maps and alignment across the service network
- Partner with analytics teams to deliver reporting and dashboards for leadership and stakeholders
- Ensure accurate data integration and reporting across all systems
- Drive process standardization and support system transitions and data migration efforts

Ihr Profil

WHAT YOU BRING TO THE ROLE

- Bachelor's degree in Business, Marketing, Information Technology, or a related field AND 7+ years related professional experience, OR 14+ years related professional experience if no degree
- Strong analytical and reporting skills



Job ID
REF97931P

Arbeitsbereich
Projektmanagement

Standort
Fort Mill

Leadership Level
Leading Self

Job Flexibilität
Hybrid Job

Rechtliche Einheit
Continental Tire the Americas, LLC

- Proven project management capabilities
- Effective communication and collaboration skills
- Strong organizational and time management abilities
- Ability to travel occasionally (less than 10%)
- Continental is able to offer relocation assistance for this opportunity
- Legal authorization to work in the U.S. is required. Continental is able to offer visa support for internal individuals who currently hold an existing valid employment visa.

ADDITIONAL WAYS TO STAND OUT

- Experience working with data systems, APIs, or platform integrations (inferred from role responsibilities—if you want strictly source-only, I can remove this)
- Background working with external vendors or service providers
- Experience in fleet, dealer, or service network environments
- Ability to translate data insights into operational improvements

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THE PERKS

- Immediate Benefits
- Robust Total Rewards Package
- Paid Time Off
- Volunteer Time Off
- Tuition Assistance
- Employee Discounts, including tire discounts
- Competitive Bonus Program
- Employees 401k Match
- Diverse & Inclusive Work Environment with 20+ Employee Resource groups.
- Remote Work
- 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 / 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.

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THE COMPANY

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.