

Service Center Supply Chain Planning Analyst

Your tasks

The Service Center SCP Analyst is responsible for standardized back-office support for Supply Management Americas through recurring analytics and structured process execution. The role supports reliable service delivery and increased business continuity by taking over documented, repeatable activities while decision-making, prioritization and stakeholder communication remain with Supply Management Americas Ft. Mill.

The position may also support adjacent supply chain functions based on business needs and service catalog maturity.

Key Responsibilities

Dashboarding & reporting

- Maintain & refresh dashboard applications
- Troubleshoot any data flow issues leading to dashboard refresh errors
- Perform punch list improvements

Master Data Support

- Support maintenance of systems to enable reliable planning outputs
- Execute Standardized data checks through predefined criteria
- Maintain planning parameters according to documented procedures
- Escalate parameter exceptions for further troubleshooting & decision

Routine analytics

- Maintain Supply Management scorecard
- Refresh backorder report
- Run documented un-confirmation checklists and escalate exceptions
- Ensure timely and consistent delivery of other routine analytics as directed

Service Delivery Execution

- Execute assigned recurring activities according to documented procedures
- Monitor completion of scheduled tasks and reports
- Escalate exceptions outside documented procedures

Standardization & Process Improvement

- Identify repetitive manual activities
- Support process cleanup & standardization
- Contribute to reporting improvement activities for recurring tasks

Documentation and service catalog



Job ID
REF98598A

Location
Taguig

Leadership level
Leading Self

Job flexibility
Hybrid Job

Legal Entity
**Continental Tires Manila
Business Services Inc.**

Maintain documentation of work instructions
Contribute to the creation of a service catalog

Your profile

1. Bachelor's degree in Data Analytics, Industrial Engineering, or related degree
2. 3-5 years of work experience
3. Strong attention to detail in repetitive transactional & analytical work. Comfortable working within defined governance and service delivery expectations
4. Knowledge in Microsoft PowerBI dashboards (maintenance and updating) for large-scale datasets, incl. DAX & Power Query; basic PowerBI report enhancements; maintain reporting & analysis tools in Microsoft Excel leveraging Analysis for Office (SCORE datalake)
5. Exposure to Supply Chain Analytics, reporting, dashboard maintenance and/or shared-services process execution is preferred.
6. Effective cross-cultural collaboration in a global environment across time zones
7. Proficient level of English is required
8. Willing to work on a night shift schedules, depending on business needs.
9. Hybrid work setup.

Our offer

- Hybrid work setup
- HMO upon hire
- Values-based culture
- Learning Opportunities

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About us

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 €19.7 billion in 2025, and the Continental team is made up of 92,653 employees at 336 locations for production, research and development, and administration in 54 countries and markets.

Today, we are one of the world's key suppliers for mobility. With the experience we have gained over 150 years and our expertise across the company, we will continue to set the technological benchmark and play a leading role in shaping the transformation in the automotive industry.

Continental Tires Manila Business Services Inc., an entity under the Continental group of companies, headquartered in Hannover, Germany, is a strategic shared services center offering centralized, standardized, and technology-enabled business support. It will perform back-office support services and business process outsource services such as, human resources, finance and accounting, procurement and supply chain administration, customer service, master data, compliance management and information technology, to its foreign operating entities situated outside of the Philippines, through knowledge-based and computer-enabled technology. We collaborate with partners to deliver high-quality, end-to-end solutions that drive growth and transformation.