

Customer Logistics

Descrição da função

- Handling and confirming customer orders.
 - Creating and tracking delivery schedules.
 - Contacting daily with customers and internal departments.
 - Monitoring and optimizing inventory levels.
 - Preparing reports and analyses (e.g. analysis of changes in the customer's call offs).
 - Managing logistics-related documentation and master data.
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- Maintenance of failure messages regarding the customer call-offs and daily update of the necessary corrections.
 - Coordinating with production planning and warehouse teams to ensure timely deliveries.
 - Handling customer complaints and logistics-related escalations.
 - Participating in cross-functional meetings and projects.
 - Supporting continuous improvement initiatives in logistics processes.

Requisitos

- Understanding of **automotive logistics flows**, especially:
 - Customer call offs / EDI demand.
 - JIT/JIS processes.
 - Production planning basics.
 - Inventory management.
- **SAP** (SD module).
- **EDI** knowledge (customer scheduling agreements, delivery schedules).
- **Advanced Excel** (VLOOKUP/XLOOKUP, pivot tables, conditional formulas).
- Experience with **ERP/MRP systems**.
- Ability to:
 - Analyze customer demand changes.
 - Track KPIs (delivery performance, inventory levels, shortages).
 - Prepare daily/weekly/monthly performance dashboards.
- Ability to manage **customer complaints and escalations** professionally.
- Root cause analysis (often used: **5 Whys, Ishikawa**).
- Corrective-action follow up.
- Making decisions quickly under pressure.

Experience:

- **1-3 years** in customer service (automotive industry).
- Advanced English.



Identificação da vaga
REF6892R

Área funcional
Logistics

Local
Aguascalientes

Nível de liderança
Leading Self

Contato
Felisa Espinosa

Pessoa jurídica
**AUMOVIO MANUFACTURING
MEXICO, S. DE R.L. DE C.V.**

O que oferecemos

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-FE2

Ready to take your career to the next level? The future of mobility isn't just anyone's job. Make it yours! **Join AUMOVIO. Own What's Next.**

Quem somos

Since its spin-off in September 2025 AUMOVIO continues the business of the former Continental group sector Automotive as an independent company. The technology and electronics company offers a wide-ranging portfolio that makes mobility safe, exciting, connected, and autonomous. This includes sensor solutions, displays, braking and comfort systems as well as comprehensive expertise in software, architecture platforms, and assistance systems for software-defined vehicles. In the fiscal year 2024 the business areas, which now belong to AUMOVIO, generated sales of 19.6 billion Euro. The company is headquartered in Frankfurt, Germany and has about 87.000 employees in more than 100 locations worldwide.