

## **JOIN OUR TEAM as Territory Support Representative (m/f/d)**

### **Your Mission**

The Territory Support Representative (TSR) serves as Continental Aerospace Technologies' primary point of contact in the assigned territory. This role encompasses comprehensive territory management, customer service, sales, technical support, and training. The TSR is responsible for promoting and supporting all Continental product lines through outside sales activities, customer engagement, and effective management of distribution and service partners. Primary focus is on customer support & satisfaction, business growth, and revenue generation, by engaging with customers and effectively managing the relationships and performance of distribution and support partners.

\*\*\*\*This position can be remote, if not in the Germany, Saxony area. \*\*\*\*

### **Essential Duties and Responsibilities:**

#### Business Development

- Develop strategic customer pursuits and oversee all stages of the sales cycle
- Build and manage strategic customer relationships across all phases of the sales cycle
- Actively manage customers, sales, and service partners to maximize customer support and revenue growth
- Maintain and update CRM databases in accordance with company policies
- Research and develop new business opportunities across all Continental Aerospace product lines
- Represent Continental at trade shows and special events
- Support marketing initiatives and oversee campaign execution

#### After-Sales Service

- Serve as the primary Continental contact for existing customers in your region
- Manage internal and external escalations to resolution
- Communicate with internal and external stakeholders, service providers, and business partners
- Provide technical trouble-shooting support for all Continental product lines
- Investigate customer complaints regarding quality, tolerance, specifications, and delivered condition of products, communicating internally with designated departments for investigation, and following up until completion.
- Collaborate with internal departments to ensure thorough follow-up and resolution
- Work closely with Quality Assurance to report and track suspected quality issues

### Training & Enablement

Train, support, and monitor distributor sales and support staff (remotely and on-site)

Create, adapt, and deliver sales and training presentations

Develop and conduct technical training for internal and external customers

### **Travel:**

Average: 70%. Must be willing and able to travel throughout the assigned territory, as well as other regions (including the US), sometimes in short-notice and/or for extended periods of time as needed.

### **Your Profile:**

- Technical degree from a four-year university, or 10 years of relevant experience/training, or an equivalent combination.
- Proven experience in aviation sales and/or support, preferably in General Aviation (GA).
- Valid and current FAA A&P License or local equivalent as a plus.
- Private Pilot License or higher, CFI, CFII ratings are a plus
- Experience in business development and/ or technical support
- Full professional proficiency in English (verbal and written); additional regional languages preferred.
- Ability to communicate effectively with executives, colleagues, customers, and the public.
- Skilled in real-time messaging and remote communication tools.
- Capable of interpreting technical publications, procedures, and regulations.
- Strong written communication skills for reports, correspondence, and documentation.

### **What we offer:**

- A dynamic role in a global aviation company with attractive benefits
- Opportunities to shape the future of general aviation
- International collaboration and exciting customer projects
- Professional development and training opportunities
- A supportive team and flexible working environment

### **Apply Now**

Become part of our team and bring your passion for aviation and technology to life.

We look forward to receiving your application at: [ueberfliegerjobs@continental.aero](mailto:ueberfliegerjobs@continental.aero)