Technical Service Specialist (m/w/d) (Hankook Tire Europe)

Hankook Tire manufactures globally innovative, award-winning radial tires of proven superior quality for passenger cars, light trucks, SUVs, RVs, trucks, and buses as well as motorsports (circuit racing/rallies). Hankook Tire's European Headquarters is located in Neu-Isenburg near Frankfurt am Main in Germany. The manufacturer operates further branches in Czech Republic, France, Germany, Hungary, Italy, the Netherlands, Poland, Russia, Spain, Sweden, Turkey, UK, and Ukraine. Hankook products are sold directly through regional distributors in other local markets. Hankook Tire employs approximately 20,000 people worldwide and is selling its products in over 180 countries. Internationally leading car manufacturers rely on tires made by Hankook for their original equipment. Approximately 30 percent of the company's global sales are generated within the European and CIS-Region. Hankook Tire has been represented in the renowned Dow Jones Sustainability Index World (DJSI World) since 2016.

The following position is to be filled at our European Headquaters, located in Neu-Isenburg near Frankfurt am Main, as soon as possible:

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What you will do

- Market observation and monitoring of competitor products in same segment as Hankook, manage and coordinate PQI (Product Qualityx Index) surveys throughout Europe
- Monitoring of EU Regulations
- Education and Training program on Quality Methods for all EU Subsidiary Technicians. Overview and update current training material, define training schedule for subsidiary technicians
- Issuing of Quality Reports on defined KPIs with regular analysis using SAP
- Subsidiary Support

What we are looking for

- Bachelor Degree in a technical field (Marketing/ Business graduate with technical experience also a possible option)
- Possesses good knowledge on tires and related requirements
- Possesses basic knowledge of laws, legal codes, precedents, and/or government regulations in his/her own expertise
- Demonstrates ability to interpret customer requirements and needs
- Is able to identify problems or issues related with Technical Service in his/her own organization
- Demonstrates analytical thinking and problem-solving skills necessary to troubleshoot technical and quality issues
- Pays close attention to details
- Exhibits ability to work cautiously but efficiently in dealing with confidential claims, product and customer information
- Must be willing and able to travel within the European Union, Türkiye, Great Britian (and Russia).

What we offer

- Flexible working time
- Daily lunch voucher
- Access to our Corporate Benefits Platform with a lot of attractive deals
- Great discount on our products
- Various team activities and trainings

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Additional information

Location	**Neu-Isenburg**
Position type	**Full-time employee**
Start of work	**Aug 6, 2026**

Responsible

HR Recruiting