



JOB DESCRIPTION

Customer Service

Job Summary

The Customer Service Associate is responsible for providing administrative, sales, and customer support.

Principal duties and tasks

- Responding to incoming calls, daily communication with sales people and customers.
- Process customer quotations and orders in company's system
- Process customer quotations and orders in customer's platforms
- Set up new accounts and obtain new client information.
- Report progress of shipment information to customers and assigned sales people.
- Communicate with all related departments the problems and progress with specific customers.
- Problem solving
- Play a specific role for the team with specific activities
- Reaching specific Goals (team/Individual)
- Initiative for continuous improvement projects

Qualifications

- Organization, responsible and punctual
- Excellent interpersonal skills, including questioning and listening with ability to communicate with a wide range of people
- Positive attitude and
- Ability to multitask
- Reliable and ethical, respecting customers' confidentiality
- Team player
- Service and result oriented person
- Cope with stressful situations

Typical Experience:

1+ years of experience in customer service