

JOB DESCRIPTION

A. Particulars

Job Title	Customer Service Coordinator	Department/Section	Sales Support
Immediate Superior	Manager		

B. Job Scope/Summary

Provide excellent customer services to assigned accounts by ensuring customer satisfaction from customer inquiry through to preparation of quotation, product specification, order processing till debts collection.

C. Job Responsibilities

- Support sales team to attain sales target; communicating with sales team on status of order and position of sales.
- Coordinates with Sales Personnel in understanding enquiries and meeting customer requirements.
- Handle existing customer enquiry by preparing costing, quotation, product specification and drawing.
- Follow-up closely on all quotation submitted and to ensure that the deal is sealed.
- Ensure all purchase orders are properly filled.
- Ensure transactional information of Sales Order entries in system are completed in an accurate, complete and timely manner.
- Monitor and control all customers' order status such as delivery date and quantity and any other requirement are met.
- Monitor and control inventory level and to liaise with customers in depleting the inventory as per our company inventory objectives.
- Maintain, update and disseminate the Special Invoicing Listing to relevant personnel.
- Coordinate customers' request for Heat Treatment Certificate/letter.
- Monitor customer demand fluctuation/forecast and to provide updates on order status to ensure on time delivery.
- Maintain and to update customer data for management information and future reference.
- Ensure customer feedback and complaints are handled timely. Coordinate effectively with various internal departments to investigate customer complains, develop solutions; prepare report; and make recommendations to customer.
- Liaise with Finance Department on the collection of debts, billing to ensure all cash are collected for all C.O.D terms.
- Liaise with relevant personnel in all departments to ensure all issues are solved in an effective and timely manner.
- To ensure all operation activities are in accordance with ISO procedure & company policy.
- Any other tasks deemed necessary and assigned by superior.

Qualifications & Experience :

- Diploma or degree in any discipline.
- Preferred working experience in customer services.