



Job Title Customer Service Officer - CBD

Reporting to CS Manager

Role Purpose To support sales / key accounts executive in respect to account management, enquires, sales order processing, follow-up delivery of finished goods and payments for existing and new customers with customer centric approach.

Working Internal departments

Relationships

PRIMARY RESPONSIBILITIES

- Maintain Customer focus at all times and respond to customers' enquiries (e-mails, phone and fax) using the APCL Best practice guidelines.
- Assist assigned sales executives customers and proper account management.
- Timely request for, Samples, Artwork and Die cut as per required by customers
- Liaise with pricing team and sales executive on quotations to be forwarded to the customer.
- Ensure the PO's are verified with the customer and order entered in the system, following up the order with the planning department and art department.
- follow up on a daily basis, sending emails - statement of accounts and correspondence
- Handling documentation for with company authorized courier service for parcel.
- Doing daily follow-up's, sending emails, statement of accounts and correspondence, documentation for shipment
- Arranging the delivery schedule with logistics department as well as customer in writing (email).
- Ensure all customers' queries are investigated and resolved, escalating issues if appropriate, to the supervisor / Sales Manager.
- Maintain professional working relationship with internal(Employees) and external customers.
- Adhere to agreed standards of quality and quantity and process all orders/ claims/ queries with a minimum 98% accuracy rate.
- Work effectively as part of a team to achieve individual, team and departmental objectives, sharing knowledge and skills as appropriate.
- Validate sales quotations for accuracy and profitability to submit for approvals
- Implementation of price updates throughout the year internally

Health and Safety

- Use of safety shoes and proper uniform.
- Follow safety instructions put in place to prevent workplace injuries or accidents

KNOWLEDGE AND SKILL REQUIREMENTS

- University graduate
- 3-5 yrs of experience in Sales coordination or customer service.
- Practical knowledge in using Word and Excel, use of Outlook. And ERP System
Good English speaker (read , write and speak)