

	<h1>Job description</h1>	<table> <tr> <td>Created:</td> <td>C. Fung</td> </tr> <tr> <td>Edition:</td> <td>2</td> </tr> <tr> <td>Date</td> <td>Feb 1, 08</td> </tr> </table>	Created:	C. Fung	Edition:	2	Date	Feb 1, 08
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Customer Service Officer/Coordinator - China

Target: Ensuring and providing first class service to our customers in China, order processing and logistics management and control

Reporting Line: Direct reporting to Customer Service Manager

Job responsibilities

- Key responsibilities :
 - o The position is an integral position within the supply chain of the company and fulfills various control and guardian roles.
 - o Responsible for sales administration, answer enquiry, tele-prospecting, quotation, contract, project coordination and order processing
 - o Responsible for execute and implement the company's service standard
 - o Ensure the end-to-end sales and procurement activities, including margin control, credit application, customer orders and inventory management are performing as per the company policies
 - o Ensure to achieve the target HVA-O, service level and inventory turn
 - o Monitor of procurement activities and inventory status
 - o To handle customer complaints and trouble shooting
 - o Customer visits or business trip are required

- Main Tasks :
 - o Responsible for sales administration, answer enquiry, tele-prospecting, quotation, contract, project coordination and order processing
 - o Processes orders from our customers and input the order information in the integrated SAP system.
 - o Provides order confirmation and delivery confirmation to the customers.
 - o Processes the sample and stock requisition in accordance with the relevant procedures.
 - o For articles with a project related special price the CS prepares the STP form to their supervisor and BM to get confirmation.
 - o Arranges delivery to customers after having ensured that either payment from the customer is received or the credit limit is not exceeded.
 - o Work together with the Finance in following up the customers outstanding payments.
 - o Consolidates and records the customer complaints, received from the customer direct or through the HARTING organization and give to the related responsible person to solve the problem on time.

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- Provide information on order-on-hand and other related material, as well as delivery confirmation to the management for review.
- Implementation and maintenance of local stocking policy
- Monitor the level of inventory in China and minimize the non-moving stock values.
- Prepare a weekly report of all overdue backlog orders, explain the status, reasons and solution to Customer Service Manager
- Advising the customers on product configuration, catalogue support, HARKIS support etc
- Other related matters as required by the Management

Requirements

- Diploma or equivalent in Supply Chain/Logistics management or Business Administration
- Possess basic industrial products or components is preferable.
- At least 2 years relevant working experience preferably in multinational companies.
- Able to demonstrate excellent communication and interpersonal skills and with good analytical mind, willing to learn, supportive, detailed, organized and presentable.
- Good command of Microsoft Word, Excel, Access and experience in using SAP is an advantage
- Fluent in speaking and writing of English is essential.