

12 July 2022

Position: Customer Support Co-ordinator

Departments: Operations

Job **CUSTOMER SUPPORT CO-ORDINATOR**

Description:

Are responsible for delivering exceptional communication to external and internal customers. Responsibilities include extensive customer contact, order, and invoice processing for domestic and international customers.

Job responsibilities:

- Maintain daily communications with customers as directed, to ensure resolution and proper follow-up leading to customer satisfaction
- Liaise with Sales Support, activities relating to product availability, quotation, order processing, product shipment, account status
- Daily review of open orders
- Organize and prioritise workflow to meet customer deadline while managing multiple assignments.
- Co-ordinate logistics with customer designated forwarders and scheduled courier pick-ups.
- Liaise with manufacturing department.
- Prepare documentation including proforma invoices, packing lists and certificate of origins.
- Liaise with internal accounts department regarding customer financial status.
- Joint team coverage of phone and email queries.

Skills Desired

- Knowledge of customer service principles and practices.
- Willingness to learn other applications and programs required.
- Excellent verbal and written communication skills.
- Ability of handle stressful situations with a customer.
- Maintain high-level customer service expected by our internal and external customers.
- Computer literate.

If you are interested in the above position, please send your CV in the 1st instance to judith.page@processsensing.com

Desired Competencies

- Attention to detail and accurate
- Customer service orientation
- Multi-tasking
- Ability to work in a team
- Interpersonal skills
- Listening and problem solving

- Ordering and invoicing knowledge
- Adaptability and flexible

Additional Skills an Advantage

- Working knowledge of import/export procedures/IPR/customs clearance/compliance

Expires: 31/08/2022