

## Job description



**Job title:** *Spare Parts Service Administrator*

### **Responsibilities:**

- Responsible for customer order processing & follow up, quotation, call & complaint handling etc. on daily basis
- Coordinating with FSE, Credit and other dept to ensure effective order operation. Assist for customer service processing optimization
- Coordinating with supplier for order checking, tracing, feed-back, ensuring the timely delivery and high service level
- Define & implement parts service solutions for identified customers. Training customers
- Provide consistent high level service to external and internal customer via KPI improvement
- Fully implement company policy, procedures and decisions while promoting a spirit of teamwork

### **Requirements:**

- College degree or above
- General PC skills
- At least 2 year working experience in customer service / logistics industry, effective communicator & problem-solver
- Inventory management and logistics experience is preferred
- ERP/ SAP knowledge is preferred
- English, both to speak and write
- Good communication skills
- Proactive attitude, team working