

Position : Senior Customer Service Executive

Job Responsibilities:-

1. Sales Function

- Handle customers' enquiries and process sales order, prepare Job Sheet (job order)
- Preparing sales related documentation such as invoice, DO and custom documentation for draw back transaction.
- Coordinate shipment / deliver schedule to ensure order are shipped / deliver according to customer's requirements.
- Provide after sales service to customer
- Proper filling for documentation
- Follow up for artwork & film development, die cutting order and ensure preparation are in order to meet the production schedule
- Obsolete the item if got any amendment or changing of artwork & provide scrap list to warehouse.
- Provide daily delivery schedule to planner.
- Overseeing the customer service process.
- Monitoring the work of individual representatives and of the team.
- Guide & give training to the new join customer services.
- Preparing outstanding job sheet list & updating sales value weekly.
- Prepare sales report with margin & hp digital report monthly to top management.
- Arrange half year stock take & updating stock take list.
- Inventory adjustment for finish goods (obsolete / physical stock not tally with system).
- Updating driver delivery schedule monthly.

2. Quality Issue

- Deal with internal department on any quality rejected products and provide feedback on the improvement.

3. Material Requisition

- Review the raw material quantity and issue PRF and MRF for material allocation.
- Review the material stock level & provide forecast to purchaser for import material.

4. Quality, Quality, Environmental, Food Safety Management System, Forest Stewardship Council (FSC)

- Act as company FQEMS Internal Audit and Inspector committee to carry out inspection on ISO 9001, ISO 14001 & ISO 22000 procedures.
- Ensuring that all the daily operation and system are complies with ISO 9001, ISO 14001, ISO 22000 and FSC requirements.

5. Ad-hoc duties

- Any other ad-hoc duties assigned as and when by superior

Requirements:-

1. Candidate must possess at least SPM / STPM / Diploma /Advanced Diploma / Degree in related fields.
2. Able to communicate and interact with all levels of persons.
3. Experience in implementing of ISO 9001, ISO 14001, ISO 22000, FSC and familiar with all the related issue.
4. Computer literate and knowledge in UBS / Stock system is an added advantage.