

Customer Service Officer

Job description:

- Receives and reviews customer's proposed order. Evaluates the volume of the order and mode of shipment.
- Acknowledges to customer the acceptance of their order and, if required, issues Order Acknowledgement with projected shipment schedule, down payment / LC requirements. Informs that customer of the volume and makes sure that shipment mode is agreed (including container size). Checks with customer if there are special instructions about the shipment like ship together and required shipping intervals.
- Places confirmed order and submits Purchase Order (PO) to factory to commence cutting.
- Monitor orders with Customer Own Materials (COM) to ensure that materials will be in factory 5 weeks before the scheduled shipment. Ensures proper item number set up and disseminates all necessary information to Upholstery, RDD and MPG.
- Forwards & makes recommendations on any Order Management related issues to CS Manager for review, comments & approval.
- Responsible in generating and disseminating Order Acknowledgement to all concerned departments.
- Monitors status of Letter of Credit (LC) or cash payment to ensure that there will be no payment problems before or during or after shipment.
- Places & deducts shipment in the system to ensure correctness of customer's outstanding orders. Prepares invoice and bills customer.
- Prepares and releases original shipping documents (Invoice, Packing List, Bill of Lading, Certificate of Origin, etc) to customer or their broker once the money is credited to our account (for payment of balance). This task includes close coordination with Import & Export Department & Accounting Department.
- Attends & monitors customer complaints and, if required, arranges quickly & fairly credit or replacement for valid claim.

Requirements:

- Bachelor's Degree/ 2-years experiences at least/ Good Communication in English.
- Experience in running proper customer service activities and/ or logistic/planning in manufacturing industry, preferred in multinational companies is an advantage.
- Experience in the field of wood furniture manufacturing, Familiar with common ERP is an advantage
- Structured approach in solving business issues.

Contact:

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