

### **Job Position:**

#### **Customer Service Officer/Coordinator (Call Center)**

### **Job Summary:**

Reporting to the Assistant Service Manager, in providing after-sales service on company's range of products through customer calls and walk-ins inquiries

1. Represent the company in serving customers diligently and show empathy when handling on their concerns.
2. To recommend customer on products replacement, service contracts, service fees etc.
3. To upkeep showroom in term of tidiness and cosy ambience
4. To assist supervisor in preparation of after sales service report and other duties that may be assign as deemed necessary

### **Job Responsibilities:**

- Provides professional customer support on call enquiries and walk-ins to promote our products
- Schedules services/ repairs for technicians on a daily basis.
- Ensures collection of service charges, monitors unpaid service billings and follow-up payments from customer
- Update records of services rendered to customer with aid of customer service system; prepares Quality Claims Report (QCR)
- **Monitors the parts and products under QCR until replacement part is received**
- **To follow up with QA on any quality related issues during services.**
- **Safekeeping of Customer Service Department's files and records**
- Up keeping of Showroom to ensure tidiness and cosy ambience at all times
- Recommend customer on products range, fees of service charges and company promotion offers.
- Maintained high service standards and achieving set KPI

### **Minimum Requirements:**

- Candidate must possess Min NiTEC, HiTEC or Diploma holder in any field or equivalent.
- Minimum 1-2 years' experience in customer service call centre preferred
- Energetic & loves interacting with people
- Able to work in a fast-paced environment with good computer skills
- Good interpersonal and communication skills
- On Job training will be provided
- Singaporean and Singapore PR may only apply