

WE'RE HIRING! The world's largest industrial air compressor company is looking for an experienced Customer Support to be based in Jakarta!

Job Description

- Duties and responsibilities include, but are not limited to:
 - Prepare, book, maintain and follow orders, including pre-payments before delivery and invoicing, as defined in Scala and Seagate System,
 - Check contract together with credit controller, legal department, logistic department and other relevant teams/ departments according to the company's policy.
 - Support, coordinate the sales process and progress of orders, check and push the pre-payment, lead time and goods delivery.
 - Update and follow up Scala and Seagate database.
 - Goods return and replacement database and other relevant databases.
 - Handle claims, investigate and take appropriate action including arranging the return of surplus, faulty or damaged items and follow up credit notes.
 - As a contact window with sales, collaborate with group companies such as SCA, Saltus and internal departments and service branches (Purchase, project department/ Application Center Asia, Service, Logistics, Power Tool Distribution) to expedite customer orders on time and make the business run smoothly.
 - Support the sales man in sales administration work.
 - Answer customer telephone queries/ emails with respect to orders/ deliveries.
 - Support the sales team with timely follow up on customer payment of receivables.
 - Provide administrative support to the sales team by efficient and accurate administration activities.
 - Develop and improve scope of Tools & Assembly aftermarket sales operations with implementation of divisional market strategy.

Mission

- To provide administrative support to the sales team by efficient and accurate administration activities

Applications, shall include CV, name of references, recent photo and current package. Talentum EQ is undertaking the consultancy work of the above position. Please email your application in English to: liann@talentumeq.com or elif@talentumeq.com



Experience Requirements

- 2 or more years' experience in an administration position in industrial product manufacturers or trading companies.
- Sound knowledge on SAP and Scala System, SAP logistics and order process modules.
- Strong PC skills and Excel skills.
- Strong data analysis skills
- Good English in both writing and speaking

Educational Requirements

- College or University degree

Personality Requirements

- Urgency
- Detail focused
- Patient
- Good telephone manner
- Good time management
- Customer focused
- Proactive
- Analytical
- Problem Solving
- Good Teamwork

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