

Customer Service

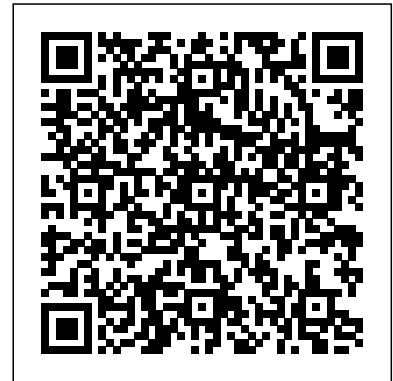
หน้าที่ความรับผิดชอบในงานของคุณ

We are seeking an enthusiastic and customer-focused Customer Service Representative to join our dynamic team in Bengaluru, India. As a key member of our organization, you will be responsible for providing exceptional support to our valued customers, ensuring their satisfaction and fostering long-term relationships.

- Preparing Proforma invoice through SAP to collect the customer advance payment.
- Manually load the order in SAP by using the data provided by customer and working with plant for PO production.
- Tracking stock status in SAP on daily bases.
- Follow up the order status with factory manager for the quick delivery of the products.
- Provide Order status to customer and coordinating with freight forwarder for the shipment.
- Prepare invoices and packing list in SAP and sending it to customer and forwarder.
- Collecting certificates from quality team and send it to customers.
- Follow up with forwarder for ETA, VESSEL, and BOL details for the shipment.
- Payment follows with customer.
- Update Open Order Report, Order intake Report on time.
- Prepare reports and send it to customers and Sales Managers.
- Instruct sales team to plan new orders based as per current inventory.
- Handle Customer claims, queries

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- Proven experience in customer service or a related field
- High school diploma or equivalent; bachelor's degree is a plus
- Excellent verbal and written communication skills in English
- Strong problem-solving abilities and attention to detail
- Proficiency in using CRM systems and Microsoft Office suite
- Ability to multitask and work efficiently in a fast-paced environment
- Patient and empathetic approach to handling customer concerns
- Team-oriented mindset with the ability to work independently when required
- Flexible and adaptable to changing priorities and work schedules
- Resilient with the ability to maintain composure in challenging situations
- Strong time management and organizational skills
- Basic technical understanding to troubleshoot common customer issues
- Commitment to delivering exceptional customer experiences



รหัสตำแหน่งงาน

REF78427J

ที่ตั้ง

Bengaluru

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เกี่ยวกับเรา

For 150 years we've been changing the way the world moves - now it is your chance to design the next chapter of the strategic growth field of Continental. We are looking for you as an Customer Service specialist.