

## **SALES AND CUSTOMER SERVICE COORDINATOR (female)**

Department: Sales and Marketing

Direct report to: Sales and Marketing Manager

Type of position: Full-time

Type of business: Mostly B2B expanding to B2C and B2G

Type of products:

High technology software, hardware and services involving GPS technology

### **OBJECTIVE / JOB PURPOSE:**

- 1 Support business development activities by researching marketing opportunities, developing marketing materials, coordinating internal process of sales and delivery systems and procedures, setting standards for customer service, supervising staff
- 2 Supervise the entire activities of the Customer Service section

### **DUTIES AND RESPONSIBILITIES**

- 1 Achieve sales and marketing operational objectives by contributing sales and marketing information and recommendations to strategic plans; monitoring and coordinating the internal process from sales order, production to delivery; sourcing competent suppliers for marketing and customer service materials and activities; implementing customer-service standards; evaluating service and delivery systems and procedures; identifying trends; implementing changes; completing audits.
- 2 Meet sales and marketing financial objectives by forecasting requirements; assisting in planning the annual sales and marketing strategy and budget, and continuously monitoring and reporting on its achievements on a weekly basis; scheduling expenditures; analyzing variances; initiating corrective actions.
- 3 Accomplish sales and marketing human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions of Customer Service team members; planning and reviewing compensation actions; enforcing policies and procedures.
- 4 Ensure the standard flow of sales internal process by following the standards and procedures including their documentations of each stakeholder from receiving the sales order to order dispatch to customers; monitoring progress of sales order throughout production; conferring with the respective section or department; initiating the order of supplies and negotiating services contracts from outside vendors; scheduling delivery; ensuring timely delivery in accordance with the sales order and invoice.
- 5 Maintain standard of excellent customer service by interacting with customers providing information in answer to inquiries about products, accounts, and services; taking service inquiry calls from customers or clients and dispatching the suitable customer service associate to address questions; handling and resolving customer complaints, or special orders or comments or inquiries or feedback via mail, email, social media (facebook, twitter, etc.) or phone calls; providing information concerning changes, pricing in service, and shipping to the customers; coordinating customers' service requirements with other appropriate departments as necessary to ensure effective customer service.

- 6 Improve the product quality, services and internal process by investigating and correcting errors following company and customer records; interviewing customers to acquire information and explaining available services; referring complaints of service or product failure or errors to appropriate personnel, section or department for investigation; communicating solutions, successes, and opportunities to the management; maintaining records in timely and accurate mode.
- 7 Actively contribute to brand management by creating marketing ideas and activities to enhance customers communication via all available media; determining marketing and advertisement materials, artwork, design and content.
- 8 Review requests by line managers to recruit new employees and make appropriate recommendations to the Human Resource Department.
- 9 Protect organization's values by keeping information confidential; fostering high integrity; guarding correct business ethics.
- 10 Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
- 11 Any other duties assigned by Sales and Marketing Manager or Senior General Manager.

#### **WORK CONDITIONS**

- Work normal working hours but may be required to do some work in evening or on off time
- On stand-by mode for hotline from Monday to Sunday from 8 a.m. to 9:00 p.m. After office hours, hotline service is done via mobile phone provided by the company
- Work office in Thailand Science Park, Pathum Thani.

#### **EDUCATIONAL QUALIFICATIONS & EXPERIENCE**

- Minimum hold a degree level or relevant qualification in marketing or business administration (specializing in Sales/Marketing)
- 2 years level experience of sales and marketing within the automotive or information technology (IT) industry.

#### **SKILLS & COMPETENCIES**

- Must be excellent in designing and implementing job plan, job strategies, and job coordination involving many stakeholders to achieve desired results
- Should have sound practical judgment of priorities and interest in helping and working with customers
- Must have excellent leadership and people management skills
- Should be able to work under extreme pressure and with the strict deadlines and maintain calmness under pressure
- Should be able to perform competitive and cost effective strategies as planned
- Strong communication skills and able to interact with people at all levels within the company and externally and team skills
- Proficiency in English, both writing and speaking. Skills in further foreign languages are on advantage
- Must be computer literate, proficient in Microsoft Office (Word, Excel, Power Point, etc.) and be able to display analytical presentation
- Must be able to adapt and operate effectively within new and challenging environments

- Must have own car and valid driver's license

#### **WORK ENVIRONMENT**

- Eventually travel outside the office is required with respect to making market and supplier visits, workshops, trainings, etc.
- The jobholder is not subject to work that is physically demanding and is generally not exposed to any hazards as a direct consequence of the job
- The jobholder is on call and is required to work over time and weekends in case needed.

If you are interested in this position, please submit your resume to Khun Nattapol at [nattapol.s@aapico.com](mailto:nattapol.s@aapico.com) and include the job position in the subject line.