

Customer Service–Inside Sales

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Company: Esco Micro Pte. Ltd.

Location: Indonesia

Category: other-general

Job Description

Handle inquiries, prepare quotations and/or invoices, order processing, and delivery issues with speed and accuracy.

Monitor payments.

Understand customers' needs and take ownership for customer satisfaction in assigned area.

Report and communicate with business partners.

Undertake ad-hoc projects/duties as assigned from time to time.

Provide excellent quality service and follow up with our valued clientel.

Work in collaboration with customers and internal departments to resolve issues and achieve customer satisfaction.

Job Requirements

College Graduate, preferably with Science or Engineer Background

At least 3 year experience working in customer service.

Good working knowledge of MS Office applications e.g. Excel and Word.

Strong command of the English language.

Able to work independently under minimum supervision, self- motivated and strong analytical

skills.

Good team player with cheerful personality, good interpersonal and communication skills.

Well organized, able to multi task and work under pressure in a demanding environment to meet tight deadlines.

Must be customer service and sales oriented person, call center experience is a plus point.

Can commence work immediately.

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