

## ***CUSTOMER SERVICE EXECUTIVE***

### **Job Responsibilities**

- Manage a group of Wholesale customers
- Take ownership of all order management activities from Order to Collection
- Liaise with Order Fulfillment and Logistics counterparts to ensure shipments are carried out as scheduled
- Follow up with Finance team on customer invoicing and collection
- Support Sales team to drive revenue
- Provide customers with solutions without compromising the integrity of the organization or staff
- Drive and escalate problems to the right level of attention

### **Job Requirements**

- Diploma with one year's customer service/account management experience
- Well-versed in MS Excel
- Knowledge of the Oracle/ERP system (JD Edwards EnterpriseOne) and Sterling Order Management a plus
- Service-oriented with strong analytical skills
- Able to communicate clearly to customers via emails and phone
- Strong influencing/leadership skills with ability to lead in meeting and drive solutions across functional groups