

Italmatch Chemicals, Multinational Company leader in manufacturing and sales of organic and inorganic specialty chemicals and polymers, is looking for a:

## **CUSTOMER SERVICE REPRESENTATIVE SINGAPORE**

### **Mission**

Reporting to the Customer Service Manager, you will provide a comprehensive customer service to a worldwide customer base through effective order management, inquiry handling and information provision. This role involves interacting with customers on demand, order management and inbound/outbound logistics.

This involves working closely with customers to have a good understanding of customers' demand/ requirement and deliver an "updated" forecast to the planning team. This person represents the "customer's voice", driving customer satisfaction and on-time delivery.

### **Main Activities**

#### **i) Demand and Order Management**

- Process orders into SAP and follow through the entire order cycle to ensure that materials are timely dispatched and invoices are timely issued
- Attending to customers' queries relating to stock availability, lead time and delivery status
- Liaise with factories/ warehouses to ensure that customer orders are timely processed/ dispatched and shipping documents duly shared.

#### **ii) Forecast**

- To work closely with sales/ customers to attain good forecast accuracy
- Monitor local inventory against forecast and liaise with overseas factories to ensure that replenishments are timely activated to local warehouse for supply continuity.

#### **iii) Complaint Handling**

- Effectively manage customer complaints by logging and acknowledging them in a timely manner
- Liaise with relevant department to identify root cause and determine corrective action. Provide timely status update and follow through on corrective actions to ensure that customer satisfaction is duly attained.

#### **iv) Inbound/ Outbound Logistics and Documentation Control**

- Prepare and ensure completeness of shipping documentation for both inbound/ outbound shipments
- Coordinate with 3PLPs to ensure that inbound and outbound shipments are timely cleared and dispatch respectively
- Trigger shipment and container booking activities for outbound orders
- Liaise with local warehouses to ensure that inbound shipments are promptly receipt into SAP for stocking
- Conduct year-end stock count at local warehouse at a rotating schedule with fellow CS

**v) Invoices Verification and Postings**

- Verify 3PLP invoices to ensure bill accuracy and liaise accordingly for bill revision if needed
- Book invoices into SAP for payment activation.

**Education & Experience**

- Diploma or Degree in Business Administration, Supply Chain or related disciplines
- Min. 3-5 years experience in Manufacturing, Customer Service or a related Supply Chain function.

**Behavior & Competencies**

- Working knowledge of demand management and order management
- SAP knowledge is necessary
- Proficient in MS Office
- Good knowledge of incoterm and Letter of Credit would be an advantage
- Good verbal and written communication skills
- Good interpersonal skills with the ability to perform under stressful and demanding environment
- A team player who is capable to work well independently
- Willingness to accept added responsibilities as deem necessary.

**Location:** United Square, Singapore.

To apply for this opportunity, please send your resume to [job@italmatch.com](mailto:job@italmatch.com) quoting reference CUSTOMER SERVICE REPRESENTATIVE SINGAPORE.