

WE ARE HIRING !

SERVICE OR PROJECT COORDINATOR- SHANGHAI OFFICE-

JOB DESCRIPTION

As our Service or Project Coordinator you are responsible for carrying out coordination and project management tasks in order to ensure effective customer service. Our key attributes of effective customer service are in providing timely response, maintaining professional management, having a customer-centric attitude, and always ensuring the customer is satisfied with our services.

TASKS

- Manage and support existing customers
- Provide technical support to customers
- Process customer enquiries and liaise with them on their enquiries.
- Generate direct and indirect sales from customer enquiries
- Liaise with customers and partners on fulfilment of orders
- Handling and resolving customer complaints
- Participate in coordination and scheduling activities with respect to customer's vessel and project schedules
- Planning the allocation of engineers, partners and other resources for job & project assignments on a timely mode
- Ensure jobs are finalized and closed with reports and other documentations, e.g. invoices, reports, delivery orders, etc
- Handle purchasing matters as per customer's requirements and ensuring the timely delivery of such requirements

WE OFFER

- Energetic, team-spirited and enthusiastic team members
- Exciting challenge in the regional and international market
- Short communication lines due to a flat and simplified organisation structure
- Development opportunities and growth path
- Highly competitive remuneration
- Conducive working conditions



MINIMUM REQUIERMENTS

- Technical Diploma or Degree
- Minimum 2-3 years of experience in similar position
- Flexible and able to work under time constraints
- Excellent team player
- Structured and speedy working style
- Always willing to learn new things
- Proactive and resourceful

SEND CV TO dtan@aagehempel.com