

Customer Service Officer

Location: AMOS Singapore

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Apply Now: hr@amosgroup.com

About this role

Are you ready to be part of something more? AMOS Group is looking for a Customer and Service minded talent to join our Team. We distinguish ourselves by our service to our sales team, key account managers, customers, and suppliers. You will be an integral connection between the sales team through sales order entry, tracking sales leads & performance, packaging sales quotes and working closely with procurement and operations departments.

What you will do:

- Complete RFQ (Request for quotation) via SAP for best pricing and ensure completion of quote as per company request
- Identify order building opportunities through telephone sales expertise
- Issue order to Procurement or Operations based on customer's requirement
- Ensuring that quotes, orders are issued on time
- Provides quality customer service, including interacting with customers via phone call or emails, answering customer enquiries, and effectively handling customer complaints
- Coordinating with other department to ensure smooth operations
- Working closely with Key Account Managers to retain existing customers by providing input on account management when required and help with planning and enhancing operational processes to support Sales to remain competitive.
- Working closely with Team Leaders by discussing and giving ideas on areas of improvement
- Proactively identify roadblocks and make constructive recommendations
- Always ensure that business is always conducted with integrity, professionalism and that behavior aligns with AMOS Culture.

What we're looking for:

- You are self-driven, energetic, collaborative, and highly responsible in helping the team and company succeed
- You have a strong customer service-oriented mindset and a high work quality standard
- You have excellent written and verbal communication skill
- You have strong computer skills, tech-savvy and can operate around technical systems
- You are organized and have strong attention to detail
- You are open-minded and able to adapt in a fast-paced changing environment, and possess a good attitude towards learning and improving
- You are proficient in generic email account management, customer RFQs/sales orders, and ticket management
- Experience in using SAP is a huge advantage

What we are offering:

One of our core values in AMOS is to recognize, reward and develop our people. Our people are our greatest asset. It is our people who have built and maintained our leading position in the Marine Supplies and Offshore Energy Market. You will be a part of a global company with an ambitious growth strategy. You will be working in a welcoming, inclusive, and open environment. AMOS encourages and promotes career development for all our people.

About AMOS:

The Group was founded in 1974 and listed on the Singapore Stock Exchange in 2012. Headquartered at our technologically advanced Fulfillment Center in Singapore, our network strategically links ten key locations across Asia, the Middle East and Europe, enabling single-point sourcing and supply for our customers. Through our modern procurement, logistics and supply chain infrastructure, AMOS offers a broad and comprehensive portfolio of world-class technical supplies, services and provisioning solutions to customers in the Marine and Energy industries.