

## **Position : Customer Service Executive**

### **Job Responsibilities:-**

1. Sales Function
  - Handle customers' enquiries and process sales order, prepare Job Sheet
  - Preparing sales related documentation such as invoice, DO and custom documentation for draw back transaction.
  - Coordinate shipment / deliver schedule to ensure order are shipped / deliver according to customer's requirements.
  - Provide after sales service to customer
  - Proper filling for documentation
  - Follow up for artwork & film development, die cutting order and ensure preparation are in order to meet the production schedule
  - Obsolete the item if got any amendment or changing of artwork & provide scrap list to warehouse.
  - Provide daily delivery schedule to planner.
2. Quality Issue
  - Deal with internal department on any quality rejected products and provide feedback on the improvement.
3. Material Requisition
  - Review the raw material quantity and issue PRF and MRF for material allocation.
4. Quality, Environmental, Food Safety Management System, Forest Stewardship Council (FSC)
  - Act as company FQEMS Internal Audit and Inspector committee to carry out inspection on ISO 9001, ISO 14001 & ISO 22000 procedures.
  - Ensuring that all the daily operation and system are complies with ISO 9001, ISO 14001, ISO 22000 and FSC requirements.
5. Ad-hoc duties
  - Any other ad-hoc duties assigned as and when by superior

### **Requirements:-**

1. Candidate must possess at least SPM / STPM / Diploma /Advanced Diploma / Degree in related fields.
2. Able to communicate and interact with all levels of persons.
3. Experience in ISO 9001, ISO 14001, ISO 22000 and FSC company environment is an added advantage.
4. Computer literate and knowledge in UBS / Stock system is an added advantage.