

**Position Title:** Customer Service – POS

**Reports To:** Supply Chain Manager

**PURPOSE OF ROLE**

- Support to deliver excellent order to cash cycle and processes, from managing incoming sales orders to follow up to the point of delivery completions.
- Managing customer needs including attending and responding to incoming calls and enquiries, transfer of brand and product knowledge to ensure high level of customer satisfaction.
- Managing the master data creation for Customer Master and Item Master.
- Managing logistics service provider and assist the distribution process to maximize the supply chain performance efficiency and cost effectiveness.
- Be a day to day operation contact person of the supply chain function to communicate and close sales.
- Preparing insightful daily reports and ad-hoc analysis

**KEY FUNCTIONAL SKILLS/KNOWLEDGE/ EXPERIENCES**

*What does and associate have to be able to do & know to create superior results in this role?*

- Computer literate. MS Outlook & MS Office is a must.
- Knowledge of ERP (MS Navision) is highly recommendable.
- Experience in telesales or logistics is highly recommendable.

**DESIRED EDUCATION**

- A bachelor degree especially in IT, Engineering, Supply Chain, Business Administration, or Science.
- Excellent communication (both written & oral) in business English & Bahasa Indonesia

**DESIRED CHARACTER PROFILE**

- Must be comfortable to work around Cats & Dogs
- Good business acumen & mathematical skills
- Communication, team work and presentation skills
- Problem solving and analytical capability

**Additional information:**

- Work location: Pondok Indah Office Tower, South Jakarta
- Employment Status: Permanent
- Shift: Full-time, Day Job, Monday – Friday
- Travel: Minimum
- Salary: From Rp6M – 7.5M & will commensurate with skills & experience

Interested applicants please email your detailed resume stating your contact numbers, current and expected salary to **customer.service.id@royalcanin.com** with subject title **Customer Service** no later than 18 Dec 2015.