

JOB DESCRIPTION of Customer Service Coordinator

Title : Customer Service Coordinator

Department : Marketing

Key Responsibilities:

1. Lead validation

- . Manage inquiries via the company's owned media platforms.
- . Provide accurate, valid and complete information by using the right methods/tools.
- . Generate leads according to the agreed procedure.

2. Lead nurturing

- . Build sustainable relationships and trust with open leads through interactive communication.
- . Identify and assess customers' needs to achieve satisfaction
- . Keep records of customer interactions, process customer accounts and file documents
- . Follow communication procedures, guidelines and policies
- . Handle customer complaints, provide appropriate solutions and alternatives within the time limits

3. E-commerce

- . Collaborate with internal stakeholders to ensure sales operation
- . Implement seasonal/monthly E-Marketing campaigns
- . Collaborate with related stakeholders and supervise the project progress

4. Report

- . Prepare comprehensive dashboards regarding lead generation and e-commerce business

Required qualifications and skills:

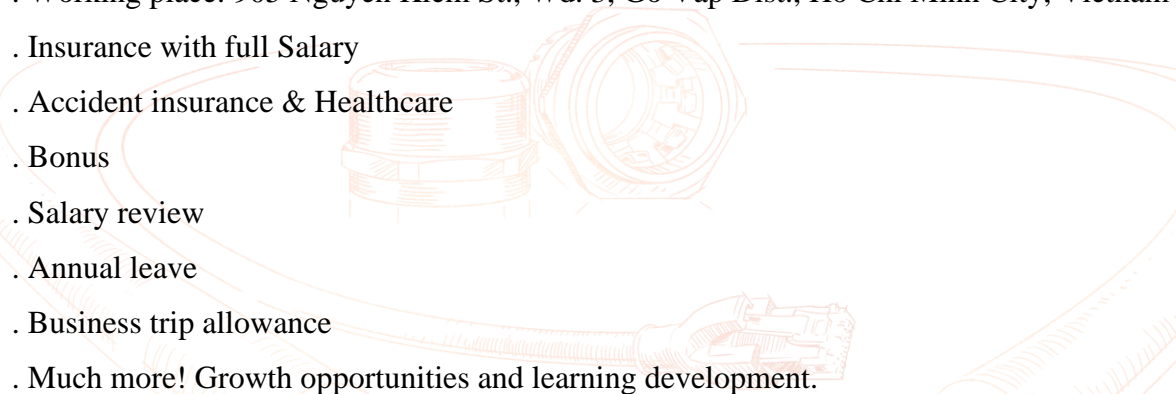
1. Technical expertise

- . Proven customer support experience or experience as a Client Service Representative
- . Familiarity with CRM systems and practices
- . Data-driven mindset
- . Strong phone contact handling skills and active listening
- . Customer orientation and ability to adapt/respond to different types of characters
- . Ability to prioritize and manage workload effectively
- . Good communication and presentation skills

2. Personal traits

- . Data-driven
- . Think out of a box
- . Self-discipline
- . Ability to listen and speak your mind

Why work at HELUKABEL (Vietnam)

- . Open-minded colleagues who are always curious to learn new things
 - . Working directly with a young, motivated team and global Marketing team in Germany
 - . German/ English/ Vietnamese speaking environment
 - . Working time: from Monday to Friday, 8:30-17:30
 - . Working place: 905 Nguyen Kiem St., Wd. 3, Go Vap Dist., Ho Chi Minh City, Vietnam
 - . Insurance with full Salary
 - . Accident insurance & Healthcare
 - . Bonus
 - . Salary review
 - . Annual leave
 - . Business trip allowance
 - . Much more! Growth opportunities and learning development.
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- A faint, light-colored technical drawing of various electrical cables and connectors, including a multi-core cable, a single-core cable, and a connector with a locking mechanism, overlaid on the text.

How to apply?

Interested candidates should submit their resume and a cover letter highlighting your relevant experience and achievements in Customer Service to email. nhi.ngohoangyen@helukabel.com.vn

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