

Job Title: Sales & Service Coordinator/Office Admin

Job ID:

Job Description:

- Responsible for Collection follow-up with customers as per defined target.
- Coordination with HO collection team for order processing.
- Follow up with customers for AMC renewal, PM Schedule, Filter KIT change alert, Consumable stock status and order follow-up
- Coordinate with service engineers & HO back-office support to raise service ticket
- Coordinate with sales / service engineers to provide the answers for customer's queries.
- Coordinate with sales & service team for periodic reports (daily, weekly, bi-weekly and monthly)
- Maintaining and updating Conversion list as per active customers list.
- Coordinate with sales / service team to resolve customer complaints
- If required Quote/offer send to customers
- Warranty Service-related Spares coordinate with Factory Technical Team & Inventory team (along with service report).
- Material Registry maintenance (inward / outward)
- Taking customer feedback as per defined frequency and to update Quality Dept in Factory
- Coordinate with logistics team related to dispatch details.
- Coordinate daily Attendance data with HR dept
- Office Admin Expenses Handling (Petty Cash).
- Controlling and Optimizing Admin Expenses (such as Courier, Travel Expenses, Telecommunication Expenses, Electricity, etc.,)

JOB Specification:

- Experience:
 - Min 2 yrs of experience as a Sales / Office Coordinator
 - Applicable knowledge of basic office management systems and procedures
 - Hands on experience with back-office operations
- Gender: Male / Female (preferably married female)
- Education: Any Bachelor's Degree or Professional Degree – BE/B.Tech/M.B.A
- Software: Proficiency in MS – Office / Open Office
- Personality:
 - Excellent interpersonal, organizational and time management skills
 - Outstanding communication in English and Regional Language.
 - Proactive planning, multi-tasking capability and problem-solving attitude.