

Customer Service Representative

PCB Piezotronics was founded in 1967 as a leading company to manufacture piezoelectric sensors for the measurement of dynamic pressure, force, torque, acoustic and vibration. Our products are widely using by automobile, aero craft, aerospace industries and other structural and acoustic applications. PCB Piezotronics became as part of MTS System Corp since 2016. PCB Piezotronics Sensor Technology (Beijing) CO., Ltd. is PCB wholly owned subsidiary in China. We are looking for a member to join our finance team as a accountant for our continuous growth business in China.

Major Areas of Accountability:

1. Processes product orders by working with CS colleagues in Cary/Germany plant. Maintains contact with distributors/customers on status of orders and expedites process and paperwork as needed.
 - Confirms customer contracts /purchase orders and offers/quote and ensures that necessary level of review has taken place and our compliance requirements are met.
 - Responsible to coordinate with MTS Cary/Germany Customer Service, the order processing activities, until the shipment, payment transactions, quotations.
 - Responsible for the execution and dispatch on time of the RFQ as for Company policy.
 - Arranges inbound and outbound Logistics.
 - Acts as a liaison between company and customers to provide courteous, accurate and prompt responses to all customer inquiries, and improve customer satisfaction.
 - Works with other departments to find business feasible solutions to best meet customer needs. Uses sound judgment to make decisions regarding problem resolution outside of standard procedures. Advises Sales Engineer of any problems or issues within the territory and tracks important sales issues.
 - Summarizes required C/S meeting reports and submits on timely basis.

2. Provide sales support to sales team.
 - Responsible for supporting sales force on Commercial Management as assigned.
 - Regularly attends sales Meeting and provide sales data.
 - Responsible for providing pre-sales and after sales support.
 - Updates customer database/profile.
 - Close any open question timely, directly in case of commercial request or through App. Engineers in case of technical question.
 - Assists Salesmen in the daily commercial activity with distributor and reseller.
 - Assistance in seminar/expo/ team building/sales meeting upon request.
 - Assists in generating new and repeat sales by providing product and technical information in a timely manner.

3. Updates and maintains Customer Master List to document discounts, pricing agreements or other special instructions. Informs Sales Engineers, distributors and OEM's of these and other changes such as procedures, prices to keep all users well informed and up to date.
4. Investigates customer complaints, identifies root cause of the issue, documents problems, and coordinates solutions. Works with appropriate department managers to resolve these issues. Authorizes and processes any Credit Returns resulting from these problems. Assigns RMA for product returns for credit.
5. Responsible for repair order process.
 - Responsible for series checking, quotation, order entry, etc.
 - Works with repair technical engineer to ensure that customer repair requests are captured and met.
 - Responsible for inventory management. Cycle count; keep an accurate and healthy stock for spare parts.
 - Inbound shipment & outbound delivery follow up
 - Prepare monthly repair revenue report and responsible for following up on payment of repair order.
 - Responsible for stock order for repair process (order enter, delivery follow up),
 - Acts as a liaison between company and customers to provide courteous, accurate and prompt responses to all customer inquiries, and improve customer satisfaction.
6. Smooth daily shipping operation & related business issues.
 - Handle Import/ Export customs clearance.
 - Communicate and coordinate with forwarders, customs declare agents for on time receiving/delivery of imports shipments.
 - Provides expert compliance knowledge with regard to contract, customs rules and import and export regulations.
7. Other duties as assigned.

QUALIFICATIONS:

- Education in industrial business administration or similar
- Preferably job experience from similar positions
- Technical understanding preferred
- Knowledge of logistics, carriers, shipping policies/procedures and import/export compliance
- Able to work independently with good organizational skills
- Able to multi-task by managing time and adapting to changing priorities
- Excellent oral and written skills of local language
- Good oral and written English skills
- IT-Skills

- MS-Office
- ERP-System desirable

REQUIREMENTS:

- Customer oriented
- Team player
- Well-organized
- Reliability
- Good communication skills
- Can work under pressure.

Job Locations:

Shanghai

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