

Location: Shanghai, China

Objective: The position of Customer Service Manager shall have a full and overall view of the key accounts activities internally and externally to tailor the best customer experience for each key account. It develops and executes the company's strategy with the accounts and develops and increases the quality and quantity of the accounts. Therefore, a precise and tangible understanding of all stakeholders including clients' needs and demands is developed, maintained and executed. The Customer Service Manager is responsible for gathering, analyzing, planning, executing, updating and maintaining information, orders, processes of planned and ongoing projects to increase the company's revenue, gross profit and performance with the different accounts. It aims to have a precise knowledge of the market situation and to provide strategic and detailed information to the company's management. The goal is to manage key accounts in an efficient and profitable manner, to increase customer satisfaction, loyalty, and retention and to meet their expectations.

Department: Marketing and Sales

Reporting Line: Marketing and Sales Director, Managing Director, CEO

Responsibilities:

- Follow and enhance the company's strategy including its Vision and Mission
- Achieves customer service objectives by contributing customer service information and recommendations to strategic plans and reviews; preparing and completing action plans; identifying customer service trends; determining system improvements
- Improve customer service quality results by studying, evaluating, and re-designing processes; establishing and communicating service metrics; monitoring and analyzing results; implementing changes
- Deliver a world class customer service experience to all clients
- Contribute to, develop, integrate, and execute the company's sales strategy and activities
- Develop trust relationships with a portfolio of major clients to achieve sales target, revenue, and gross profit
- Acquire a thorough understanding of key customer needs and requirements
- Expand the relationships with existing customers by continuously proposing solutions that meet their objectives
- Serve as the link of communication between key customers and all stakeholders including internal teams and partner organizations
- Work with cross functional departments to ensure timely delivery of products and services to customers
- Resolve any issues and challenges faced by customers and deal with complaints to

Job Description: Customer Service Manager

maintain trust and drive business

- Analyzing, maintaining, and presenting market, industry and account information including products, materials, clients, competitors, and legal framework
- Analyzing and investigating price, demand, and competition
- Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics
- Maintaining and updating customer and target client databases
- Organizing and attending events such as conferences, seminars, receptions, and exhibitions upon approval by supervisor
- Coordination and controlling of activities and projects of assigned key customers and key accounts
- General administration tasks assigned by superior

Requirements:

- Bachelor's Degree in business Related Studies
- At least 2-year solid working experience in marketing, sales, or relevant industry
- Proven track record in managing key accounts with experience in sales and providing solutions based on customer needs
- Strong communication and interpersonal skills with aptitude in building relationships with professionals of all organizational levels
- Tech savvy
- Solid computer skills, including MS Office,
- Highly organized and straightforward minded, must be able to work on multiple tasks simultaneously and feel comfortable working in a Team
- Able to analyze information and develop standards
- Process management and improvement skills
- Committed professional with high capacity to take initiatives
- Eye for details, self-motivated, managing own time and workload
- Creative and flexible solution provider
- Strong presentational skills
- Foreign national or Chinese national with at least 2 years' experience living in Europe, North America, or Australia
- Excellent verbal and written communication skills in English
- Advanced spoken and written Mandarin preferred
- Other Asian or European languages are a plus

Salary Package:

- Annual package of minimum US\$ 60k
- Competitive Basic Salary
- Exciting unlimited bonus and commission schemes
- Comprehensive company medical insurance
- Flexible working time