

## **The Opportunity**

ASW is currently looking for a **Customer Service Administrator**. This Customer Service Administrator will be responsible for coordinating and maximizing the effectiveness of the Customer Service Group by providing administrative assistance to the GM of Customer Engagement Operations, the leadership and management team to encourage and promote a proactive service culture.

## **Key Responsibilities**

- Assist GM Customer Engagement with general duties relevant to Operations and Supply Chain.
- Work closely with the operations teams and interdepartmental staff, acting as point of contact between internal/external colleagues as required
- General office administration, attending to incoming phone enquiries and emails, other project tasks.
- Ability to effectively communicate with stakeholders at all levels.
- Booking and managing travel, accommodation, conference requirements and arrangements for the GM/direct reports.
- Managing expenses and purchase orders via Promaster and SAP.
- Coordination of Supply Chain functions including events, initiatives, team building activities, staff gifts, Sydney staff monthly BBQ's etc.
- Manage an extremely active calendar of appointments and meetings, booking & setting up meeting rooms.
- Manage confidential and sensitive information with the strictest confidence and professionalism.
- Liaise with all functions of the business on behalf of the General Manager – Supply Chain and Supply Chain Leadership and Management Team.
- Efficient and accurate word processing, taking meeting minutes.
- Basic systems administration, including mapping current and future state business processes, flows etc.
- Researching and analysing performance measurements to identify opportunities for improvement.
- Ensure all critical data is logged and maintained.
- Weekly and monthly updates of TV monitor dashboards data and information.
- Play a key role in building a cohesive and collaborative team environment.
- Other duties as required.

## **Quality and Safety Requirements and Responsibilities**

- Comply with Quality System requirements.
- Take reasonable care for your own health and safety and do not negatively affect the health and safety of others. Comply with any instructions and follow any policy,

procedure or work instruction relating to health and safety at the workplace that has been notified to you.

- To ensure compliance with applicable legislation and given the exposure risk to the business, it is a requirement of this role that you must adhere to the company's COVID-19 Vaccination Policy and associated vaccination clauses as outlined in your offer of employment.
- Conduct all activities and duties as part of this role in full accordance with company policies, procedures, and values.

## **Experience & Qualifications**

### *Essentials:*

- Understanding of the company's COVID-19 Vaccination Policy.
- Strong administration skills.
- Strong ability to multitask.
- Excellent communication skills (written and oral).
- Advanced skills in Microsoft Office applications including excel.
- Strong attention to detail.
- Highly developed organisational and time management skills.
- Be bright, enthusiastic and dedicated with a strong desire to succeed.
- Ability to work as part of a team.
- Work effectively and cooperatively with other staff members and management.
- Sense of urgency/supportive and promotion of organisational change.

### *Desirable:*

- Previous experience with SAP.
- Understanding of operations and supply chain.

## **ASW Offers**

- A diverse, inclusive, and supportive company culture
- Competitive remuneration
- Opportunity to collaborate and work with global clients and stakeholders
- Medical benefits
- Great Paid Leave entitlements
- Team outings, travel opportunities, company parties/events, and other exciting activities
- Exposure to an international environment, working with people across Malaysia, Vietnam, the Philippines, and Australia
- Industry and role-related training
- Ongoing career opportunities

