



POSITION DESCRIPTION

POSITION TITLE: Customer Service Administrator

LOCATION: MALAYSIA PHILIPPINES VIETNAM

ASW COMPANY OVERVIEW

AS White Global (ASW) is an Australian owned company with offices in Sydney, Vietnam, the Philippines, and Malaysia. We are specialists in unified offshore staffing solutions and have been working in Southeast Asia for the past decade. Our ASW employees are part of our very special ASW family and culture, but also integrate into our client's brand and team – effectively you get two work families!

Working in our local ASW company culture means you will develop strong friendships and great support networks. You will be part of a positive and engaged environment, participate in team and company events, and have access to global training and development opportunities. In addition, you will get exposure working with our international clients and build on your existing skill sets.

OVERVIEW

Our partner, a designer and manufacturer of innovative power solutions since 1968, is looking for a Customer Service Administrator who will be part of their growing Manila team!

In this role you will thrive in a fast-paced environment, acting as a first point of contact for our product specialist team and helping to coordinate department administration to help ensure a high level of customer satisfaction. Customer orientated, you bring excellent communication, interpersonal and organisational skills. You have the ability to engage and work with others and can build strong relationships across all levels of the business and with customers.

KEY RESPONSIBILITIES

Major Responsibilities:

- Customer service
 - Answering of phone calls and directing the calls via Zendesk to the correct team member
 - Reviewing and organizing emails from the general email address
 - Providing non-technical phone & email support.
 - Updating the customer/dealer with the shipping status of their warranty unit & the associated tracking number
 - RMA follow ups for Zendesk tickets - Communicating with customers on the status of their RMA – until automation is implemented.
- Zendesk optimization & Administration
 - Optimising the setup of our Zendesk ticketing platform
 - Creating and maintaining a Zendesk reporting dashboard for AUS, USA
 - Allocating of tickets to team members daily
 - Assisting with USA Zendesk tickets and allocating tickets to USA team members and forward tickets when required to OEM manufacturing partners
 - Creating and updating support tickets with the required information in the Zendesk ticketing system
 - Reviewing Zendesk tickets daily for those that require action, ie. That have not had action for over 48 hours & escalating these for completion.



POSITION DESCRIPTION

- General Zendesk admin
- Warranty & returns administration
 - Generating RMA Syteline reports for key customer accounts
 - Creating of invoices from Syteline and chasing invoices
 - Daily reporting of Syteline RMA locations
 - Closing off RMAs if the finance side is correct
 - Conducting warranty analysis each month of RMA/VCB data in Australia and USA
- General administration
 - General administrative tasks for the marketing & product specialist department as required

QUALIFICATIONS AND EXPERIENCE

- A passion for excellent customer service
- Excellent written and verbal communication skills
- Ability to take ownership of the role, whilst also working within a team environment
- Excellent time management skills and the ability to multitask
- High attention to detail
- An ability to work effectively with multiple stakeholders, both internal and external to the business
- Experience with warranty claims management & fulfillment (preferred)
- Experience in a customer service/ product support environment (Preferred)
- Skills in Microsoft Office, Zendesk and Syteline highly regarded.

ASW OFFERS

- We are experts in offshoring partnerships. This means that you will be a trusted member of the ASW family, and get access to our great benefits, plus you also get to work directly with one of clients.
- In our unique English-speaking environment, you can practice and enhance your English with peers and international client teams based in either Australia, UK, US or NZ.
- Get global access to Learning & Development programs.
- Great work-life balance.
- Competitive remuneration.
- Excellent medical benefits.
- Great Paid Leave entitlements.
- Company parties/events, future travel opportunities and other exciting activities.
- Ongoing career opportunities.