

## RECRUITMENT INFORMATION

Navigos Search is the leading, most experienced and highly qualified executive recruitment firm in Vietnam. Our mission is to help people and companies achieve their dream. We do this by matching talented individuals to the jobs for which they are best suited, ensuring that our clients have the right people on board that they need to succeed, and our candidates land the job of their dream. We accomplish this mission thanks to our strong expertise in local labor market, an established and broad network of clients and candidates and a proven recruitment method of international standards.

A client of Navigos Search who is a U.S company specializes in apparel and footwear industry solution.

### **CUSTOMER SERVICE EXECUTIVE (CHINESE – ENGLISH SPEAKING)**

#### **Job Description:**

- To response and ensure the customer enquiries and requests are addressed in a timely manner
- To coordinate with sales team, other internal teams, suppliers to ensure the product quality and customers' requirements are met
- To handle customer complaints according to the Company procedures and service standard.
- To communicate with sales team and key vendors regarding the latest development of the customers and to maintain updated customer profile information
- To proactively share among team members on new product / system knowledge and on lessons learnt from the mistakes to improve quality of the whole team
- To assist and back up other team members and provide supports and report to Supervisor

#### **Job Requirement:**

- Bachelor's degree
- Open for fresh graduates
- Open for anyone interested in Customer Service field
- Strong written, verbal skills in English (from TOEIC 500) and Chinese (from HSK 4)

#### **Benefit:**

- Attractive Salary + 13th + Quarterly Bonus
- Healthcare plan
- Review salary per year
- Working time: Monday – Friday (8h30 – 16h30)
- Location: near Ho Chi Minh city (has shuttle bus)

#### **Contact:**

- Ms. Trang Nguyen
- Email: [trang.nguyen4@navigossearch.com](mailto:trang.nguyen4@navigossearch.com)
- Phone: 028 5404 4927 / Mobile: 0914 4831 347

