

We are hiring. Join our team in a full-time position as

CUSTOMER SERVICE SPECIALIST

WEVO Chemical (Asia-Pacific) Pte. Ltd. is located in Singapore and together with companies in Germany, China and the USA, we are operating on an international scale to deliver German product quality around the world. We develop customised resin solutions, adhesives and sealing materials for electrical and electronic components in the automotive, home, engineering and energy sectors. Our success is founded on highly qualified, committed employees and a positive working environment. Your prospects with us are excellent.

Your tasks

- Provide excellent customer service via phone and email in a timely manner
- Analyse customer enquiries and provide appropriate solutions in the best interest of both customer and company
- Assist directly or route customers to the appropriate personnel for assistance if other than supply chain topic
- Processing orders, sample shipments, return requests and other inquiries
- Arrange deliveries to customers and prepare shipping documents
- Collect forecast data from customers for stock replenishment
- Direct reporting to Senior Customer Service

Your profile

- Min. 3 years of work experience in B2B customer service
- professional and courteous communication with customers
- Diligent and detail-minded

- Comfortable working with MS Office and common business software
- Excellent verbal and written communications skills in English and Chinese/Hindi/Bahasa

Beneficial skills

- Additional Asian languages are an advantage (i.e. Thai, Vietnamese, Korean)
- Experience with SAP Business One

We offer you

- Working in an international team
- Open-minded work environment where your opinion and ideas are valued
- Structured onboarding program with brief introduction to our product range
- Autonomy in decision-making within your scope of duties
- Attractive remuneration package
- Long-term job perspectives with further training and career development possibilities

We are looking forward to receiving your application. Please send your CV to career@wevochemical.sg
wevochemical.sg