

Datamars is an innovation and quality leader in the animal and textile management industries. Our vast experience in RFID and integrated systems, coupled with our deep understanding of our customers' operations have made us a leading choice of successful businesses around the globe.

Our globally recognized family of product brands, including Z Tags, Simcro, NJ Phillips, Felixcan, Petlink, Textile-ID and now Tru-Test, allows us to offer a comprehensive range of integrated services and products, including companion animal identification and reunification products, animal health delivery systems and identification products, and textile tracing and inventory management systems.

Datamars has over 1,800 employees located in offices around the globe, including the Americas, Europe and Asia Pacific. Our products are delivered via our extensive network of experienced service, sales, distribution channels and partners.

For more information, please visit www.datamars.com

CUSTOMER & SALES SUPPORT ASSISTANT

The purpose of this role is to support the International Sales Manager-Asia with all daily and related activities for sales and supply within the Asia Pacific region. The role covers the broad demands of commercial operations including (but not limited to) supply chain management, customer service, finance and administration. Due to the focus of the region there is a preference for fluency in Mandarin as well as English.

DUTIES AND RESPONSIBILITIES:

- Assist customers and potential customers with product, samples requests, pricing, technical and administrative enquiries
- Resolve order and inventory issues
- Prepare reports and presentations as required
- Translation of and to required texts (Chinese/English/Thai)
- Daily administrative tasks
- Review forecast vs sales on an ongoing basis to ensure no out of stocks
- Supply chain management, including management of stock into Datamars Thailand and Datamars China warehouses for Asia stock holding
- Liaise with internal departments to ensure invoicing, order management and product supply is complete in required time frames
- Assist the International Sales Manager-Asia with other ad-hoc duties as required

REQUIREMENTS:

- Preference for tertiary education however appropriate experience will be looked upon favourably
- A sound understanding of sales principles, customer service practices, and supply chain processes
- Customer orientation and ability to adapt/respond to different types of characters
- Strong phone contact handling skills and active listening
- Ability to multi-task, prioritise and manage time effectively
- Prior experience with global companies working across different cultures and time zones
- Self-motivated, confident and team oriented
- Proven customer support experience
- Solid communication and interpersonal skills
- Advanced user level in Microsoft Excel, Word, and Powerpoint
- Proficiency in English and Mandarin (and Thai)
- 'Make it Happen' attitude

WE OFFER

- Dynamic work environment
- International company with excellent reputation
- Leading position in our markets on a worldwide level
- Opportunity to drive growth and grow with the company

Does this position meet your interest, and do you have the required skills?

If so please send your complete application with motivation letter, CV, references to thai-recruiting@datamars.com and mention your name and "Customer and Sales Support Assistant" in the subject line.

Applications that don't fulfil the requirements will not be considered for the selection.