



Customer Support / Dispatch

Job Duties:

- Work with the service manager and sales department to provide assistant and accurate information to the customers.
- Coordinate service dispatch activities between service engineers, third party vendors and the customers.
- Agilely plan, forecast, schedule and communicate service dispatch activities.
- Answering service request calls/emails and ensuring timely response of client requests
- Review and send service reports to ensure all required information is recorded correctly during services.
- Provide customers and vendors with accurate and detailed quotes for services as requested.
- Enter and maintain customer account and asset information into the system accurately on a timely basis.

Requirement:

- Must have Minimum of 1 year's dispatch experience.
- Must have excellent and clear verbal and written communication skills
- Must have excellent telephone manners and customer service skills.
- Excellent interpersonal and communication skills, a positive attitude and a willingness to take on new challenges
- Ability to multitask under pressure and to work in a fast paced environment.
- Problem-solving skills, high energy level, dependability, emotional control.
- Excellent computer skills including but not limited to Google Drive, Microsoft Office Outlook, Word, Excel, etc.
- Ability to work well in a team environment and communicate clearly with coworkers, clients and potential clients.
- Bilingual in English and Chinese is a plus.

Please email your resume to career@seqgen.com