

POSITION DESCRIPTION

POSITION TITLE	Customer Service Support Assistant
POSITION LOCATED AT	Subic Bay - Philippines
REPORTING TO	Supply Chain Manager
DIRECT REPORTS	NA
EMPLOYMENT CLASSIFICATION	Full time
POSITION OVERVIEW	To provide admin support through efficient and accurate data entry, order and inventory management.

SPECIFIC OBJECTIVES

1. Enter and review all sales orders, purchase orders, and supplier invoices for Dunbrae Subic Inc. and Dunbrae Philippines Inc. in eCLIPSE in a timely and accurate manner.
2. Maintain efficient communication with relevant departments to get the job done such attending to calls and emails and all queries sent to all communication channels of Customer Service Support Team.
3. Provide administrative support to business by performing specific tasks such as but are not limited to: Creation of Sales Orders, Processing of Service Jobs Reports, Invoicing, Issuance of Asset Movement Requests, Review Stock Availability in eCLIPSE, Receipting of Assets into eCLIPSE, Date Maintenance.
4. To ensure all documents relating to Supply Chain Process are retained in accordance with the company's quality requirements.
5. Learn the process with the goal of ultimately being an expert and actively contributing to the overall improvement of the process.
6. Coordinating incoming and outgoing delivery with the warehouse team.
7. Develop and maintain product knowledge at the highest possible level.
8. Assist in company vehicle and driver dispatch scheduling and monitoring.

Dunbrae Subic Incorporation

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 Gateway Park, Phase 1, Subic Bay Freeport Zone 2222 Philippines

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9. Additional tasks necessary to support the function of the Supply Chain Department.

MAIN ACCOUNTABILITIES	MEASUREMENT METHOD (KPI's)
Maintaining effective and efficient processes, systems, and procedures.	Quality Assurance and Rework
Data accuracy and timely flow of work output	System reports and observation
Working collaboratively with other members of the Dunbrae community.	Evidence of effective internal or external relationships
Customer Service and Customer Satisfaction	Customer Feedback, Quality Evaluation
Assist Customer Support Specialist for any escalated concerns involving delivery and ETA issues	
Demonstrate a high level of professional and personal standards and conduct.	
Work with Customer Service Support Officer to maintain all folders, reports, data, Knowledge Base, and all other files being maintained and used by the Customer Service Support Team.	
Any other duties, consistent with the role, or duties as required from time to time by the Supply Chain Manager, Customer Service Support Officer, or other department managers.	

COMMUNICATION (regularly communicates with)

Customer Service Support Officer, Warehouse Manager, IMPEX Manager, Purchasing Team, Finance Team, DPI Sales Team, Production Team

SKILLS AND EXPERIENCE	DESIRABLE	ESSENTIAL
EDUCATION		
Bachelor's Degree		✓
WORK EXPERIENCE		

Minimum of 6 months experience in a similar role or capacity in a customer service industry.		✓
TECHNICAL KNOWLEDGE		
Proficiency in MS Office		✓
LANGUAGE SKILLS		
Strong written and verbal communication skills		✓

SKILLS, ABILITIES & COMPETENCIES, AND QUALITIES

Strong work details and accuracy
Customer Service Skills
Pro-active approach
Ability to work under pressure, balance the competing demands of several managers, work to deadlines

JOB SPECIFICATION ACCEPTANCE

EXPLAINED BY:		
Supervisor / Manager Name	Signature	Date
ACCEPTED BY:		
Employee Name	Signature	Date