



Business Support Assistant

As member of the support team, you will provide administrative and operational assistance to sales and inter-departmental units.

You will help to ensure the team operates effectively and achieves business goals.

You will be required to communicate with customers to understand their needs so that the sales can effectively secure projects and win customers.

Key Area of Responsibilities

- **Order Processing** — Manage end-to-end order handling with accuracy, timeliness, and proper documentation.
- **Manage Enquiries** — Respond to customer and partner enquiries promptly and professionally.
- **Inventory Management** — Monitor stock levels, update inventory records, and coordinate with relevant departments to ensure product availability.
- **Prepare Sales Support Team Calendar** — Organize schedules, meetings, and activity timelines for the sales support team.
- **Prepare Sales Materials** — Compile, update, and prepare sales kits, presentations, and product information as required.
- **Coordinate Delivery** — Liaise with logistics partners and internal teams to ensure timely and accurate delivery of orders.
- **Handle Complaints and Issues Amicably** — Address customer concerns with professionalism and ensure positive resolutions.
- **Manage Sales Database** — Maintain accurate and updated records of customers, orders, and sales activities.
- **Maintain Organized File System** — Ensure all documents, records, and files are properly organized and complete.
- **Manage Monthly SOA to Clients** — Prepare, verify, and send monthly Statements of Account to clients, ensuring accuracy and timely follow-up on discrepancies or outstanding payments.

Requirements

- Minimum, Higher NITEC or Diploma
- Fresh graduates are welcome to apply – training will be provided
- Simple to Advance MS Office skills
- Ability to multi-task and work in dynamic environment
- Pro-active and willing to learn
- Comfortable interacting with people in diverse environment
- Bilingual, English and Mandarin

REMUNERATION PACKAGE

- Basic
- Mobile Phone Allowance
- 14 Days Annual Leave [standard pro-rate applies for new employees]
- 14 Days Medical Leave [standard pro-rate applies for new employees]