



## **JOB DESCRIPTION**

Job Title: Customer Service Specialist  
Department: Customer Service  
Reports To: Customer Service Manager

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### **Responsibilities**

- You will be working in the Service Centre, responsible for the opening and closing of the Service Centre main entrance. Ensure that Temp Scanner and Queue system are power up ready to use. Ensure that the customer seating area is clean and neat. Hand sanitizers are in place.
  - Handle frontline customer service and answering customer enquiries. Focus will be the payment and collection area.
  - Manage and reduce customer queue waiting.
  - Perform general admin duties and documentation.
  - Ensure that customer repair units are properly kept in the rack and document the rack location in CSS (system) for easy retrieval and SMS customer for collection.
  - Upon customer collection of their repair unit, ensure customer e-sign on the Service Report.
  - Follow up with SMS reminder till customer repair units are collected or to disposal after 30 days for no collection for out of warranty units.
  - Process and email customer to provide service feedback on their recent repair case.
  - Safe keeping of cash float.
  - Ensure that payment settlement (cash/NETS/VISA receipts, Service reports/Invoice) is accurate and submitted to Finance daily.
  - Ensure that payment machines such as NETS/VISA are working at all times.
  - For payment, please ensure accurate amount is collected and to issue receipt or invoice to customer.
  - Prepare documents e.g. online payment link, paynow, quotations, purchase orders, invoices, service report, delivery orders and etc.
  - Process GST tax rebate for customer.
  - Process pickup/delivery requests with Service Provider (Lalamove, Qxpress etc).
  - Ensure WH/ ASP cases are booked in promptly and daily in CSS.
  - Process Windows DPK return submission to Microsoft.
  - Provide other administrative support and/or other duties assign to you such as stock take, stationary order, meal orders, claim submission etc.
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### **Qualifications & Experience**

#### Experience

- Computer literate in MS Word, Excel, PowerPoint and web-based data processing
  - Good presentation skill, proficient in Microsoft Excel and PowerPoint.
  - Possess good interpersonal skills, customer oriented, good organizational with an eye for details and a team player.
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### **Other Information**

- 5.5 day work week