

## **Job Title: Customer Service Executive (Spare parts)**

### **Company Overview**

S. K. ROSENBAUER PTE. LTD. Manufactures fire fighting and rescue trucks for domestic and export markets.

### **Job Summary**

You will manage customer service operations for spare parts, ensuring accurate documentation, efficient stock monitoring, and effective collaboration with internal teams to support sales growth and customer satisfaction in a manufacturing environment.

### **Responsibilities**

- Manage and process documentation including quotations, sales orders, invoices, delivery orders, and purchase orders to ensure accuracy and timely completion
- Ensure proper packing of goods for delivery and export to maintain product integrity and customer satisfaction
- Follow up promptly on quotations and customer inquiries to facilitate sales and resolve issues
- Collaborate with internal teams to support sales growth and enhance customer satisfaction through effective communication and coordination
- Monitor stock movement to maintain inventory accuracy and support operational efficiency
- Execute ad-hoc tasks as assigned to support team and business needs

### **Required competencies and certifications**

- Demonstrated experience of 2-3 years in automotive sales to effectively manage customer service and sales processes
- Proficiency in Accpac and Microsoft Office to handle documentation and reporting tasks efficiently
- Technical knowledge of heavy vehicle spare parts to provide accurate information and support to customers
- Professional Certificate or Diploma in a related field to meet educational standards for the role

### **Preferred competencies and qualifications**

- Experience in customer service or sales administration to enhance operational support and customer engagement

### **Other information :**

- Working Location: Tuas (Walk distance from MRT)
- Working Hours: 5 Days, Monday – Friday (9am – 6.15pm)
- Salary Package: **Basic Salary + AWS + Variable Bonus**
- Duration: Permanent

**Submit your full detail resume to below email address:**

[Hr.sg@rosenbauer.com](mailto:Hr.sg@rosenbauer.com)