

JOB DESCRIPTION

Export Sales Assistant – Fluent Chinese/English

DESCRIPTION :

- As a member of the recently opened China office of PSD Aero, you will support the Export Sales Manager in the development of a portfolio of local/international customers, handling a variety of administrative tasks in coordination with the teams located in France, ensuring orders on time deliveries and customer satisfaction.

MAIN RESPONSIBILITIES :

Sales administration/coordination :

- Contract forecast management : monthly update of customer forecast
- Daily orderbook review: check delivery status & lead time, report blocking points action
- Register new orders in SAP
- Register purchase/subcontracting requests in SAP, and follow-up progress status
- Send transport quote request, keep organized listing of transport quotes
- Track customer accounts payment status
- Register customer non-conformity claims, follow up solving progress with quality department.
- Daily Contact with customers & company headquarter by mail, phone
- Ensure customer satisfaction

Secondary task:

- Local warehouse order follow-up
- Other tasks required by the Sales Manager

SOFT SKILLS :

- Good interpersonal skills, enjoy to work as part of a team
- Ability to multitask and track multiple topics simultaneously
- Can handle pressure and work in a fastpaced environment
- Involved, motivated and willing to learn
- Organizes his/her time efficiently
- Customer service oriented
- Autonomous, sens of initiative
- Can learn new methods and procedures

EDUCATION AND MANDATORY SKILLS :

- Bachelor's degree in related field or equivalent
- Fluency in Word, Excel, Outlook
- Advanced knowledge of Excel (dynamic table, VLookup...)
- Chinese & English fluency mandatory (level C1 minimum)
- Knowledge of French preferred
- Knowledge of SAP ERP preferred

ADDITIONAL TRAINING WITHIN THE COMPANY :

- Training to internal procedures
- SAP training
- Basic metallurgical training to our products range

PROFESSIONAL EXPERIENCE :

- 1-3 years experience in sales administration/sales assistant position

LOCATION :

- Shanghai, Hongkou district (四川北路站)

HIERARCHY :

- Supervisor : Export sales manager

WORKING RELATIONSHIP :

- Within the company: Sales dept., purchase & procurement, supply chain, operations/warehouse, finance, system & product quality, IT dept.
- External : Customers

WORKING HOURS :

- Monday to Friday 9h–12h - 13h–18h.