

## CAREER OPPORTUNITY

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### Customer Support Representatives

*Emerson Process Management Asia Pacific is a leader in business automation, empowering production, processing and distribution in the chemical, oil and gas, refining, pulp and paper, power, food and beverage, pharmaceutical and other industries. Our company combines superior products and technology with industry-specific engineering, consulting, project management and maintenance services.*

### Customer Support Representatives (RMT/200802/02/SG)

#### Responsibilities:

- Front-End Proposal support to review project RFQ for terms and conditions and prepare deviation list;
- Back-End Project Management and Execution Support to review project orders as well as resolve conflicts;
- Raise Purchase Orders and manage change orders;
- Carry out progress reporting and expedite delivery arrangements as well as to coordinate inspection;
- Coordinate with Technical support, Customer, Production and Application consultants to meet ship date;
- Responsible for post-project review; and
- Keep management team informed of areas of conflict or concern, which may pose threat customer relations.

#### Requirements:

- Degree or Diploma in Business Management/Engineering (SIPMM qualifications would be added advantage)
- 2 - 4 years' experience in customer service in a manufacturing industry
- Knowledge of JDE/Oracle will be an added advantage
- Good interpersonal and communication skills
- Excellent team player willing to provide exceptional services to exceed customer expectations

Interested applicants may submit their detailed resume indicating their current and expected salary to <http://my.jobstreet.com/jobs/2008/4/e/20/1823739.htm?fr=C>.

To know more about Emerson Process Management, please explore our web site at <http://www.ap.emersonprocess.com/API/>