

**Internship Position:** **Customer Service Assistant**

**Duration: June 30, 2016 - August 8**

**Location: Xiamen, China**

**Organization: Customer Care Center, Asia Region**

**Mentor: Minlia Chen, Customer Care Center Manager, Asia**

**Main Work Content of the Organization:**

* To receive customer orders (with an increasing emphasis on electronic orders) and clarify details of products, pricing, quantity, delivery date, payment and other requirements, and make sure sales orders and third party purchase orders if required are correctly generated in SAP
* To identify and resolve with the other functions any master data and system configuration errors affecting the OTC process
* To keep tracking the whole process and provide the customers with the order status. To respond effectively to sales & general enquiries from customers. To prepare order confirmation, price quotation and sales contract as required
* To schedule/coordinate delivery and shipment plan according to actual production/stock availability for on time delivery of customer orders. To manage deliveries in line with customer expectations, liaising with logistics and other supply chain contacts
* To perform and coordinate order to cash transactions (delivery, shipment, goods issue, billing) in SAP to confirm sales in time, in compliance with business models and procedures, and prepare the tracking records. To cooperate with finance and credit teams to solve payment issues when necessary
* To handle and send shipping advise and documentation for customers' timely clearance and receipt, and L/C negotiations if required, ensuring the accuracy and punctuality of the information and documents
* To deal with special orders, price changes, finance adjustments and rebates based on internal control policy and appropriate approval
* To understand, record and update customers’ requirements and complaints. Internally coordinate with other functions to meet customers' needs
* To be in regular contact with sales and SPG contacts to ensure relevant information relating to customer orders & deliveries (especially changes to expected customer demand – abnormal orders, postponed or cancelled deliveries, etc) is communicated in a timely manner. To pre-alert and communicate with the customers about any actions, adjustments and changes which will cause impact on them
* To ensure all customer records, order/shipment and financial adjustment documents are kept up to date for audit purposes. To ensure working instructions or procedures for designated customers’ order process are documented and updated
* To monitor service performance metrics such as lead-time and goods receipt discrepancies, and implement action plans for improvement of operational effectiveness and profitability enhancement, cooperating with sales/SPG and other functions
* To keep and update order and other sales data/report for performance review and support to other functions
* To provide support for other members of the team and back up as required for others

**Major Accountability of the internship position:**

To be responsible for re-organizing order management and customer service related working instructions to standard SOP

**Knowledge, Experiences, Skills:**

* Proven customer service, trade or logistics experience and an ability to liaise with different contacts
* Good communication and problem solving skills
* Good command of oral & written English. Fluency in other language if applicable
* Independence and teamwork spirit
* Open to new processes/process improvements and good at learning
* PC skills – familiar with electronic communication and workflows (lotus notes, databases, etc), competent on Excel, Word and Power point
* SAP experience would be an advantage
* An ability to prioritize workload and manage time effectively
* A pro-active and flexible attitude
* An ability to work under pressure and to tight deadlines when required

**About the company**

* Eastman Kodak Company, headquartered in the U.S., is a leading manufacturer of Digital imaging products & services to both Consumer Market and Commercial Market. It is listed as one of the Fortune Global 500 companies. Kodak （Xiamen） Digital Imaging Company Limited, a wholly owned subsidiary of Kodak, was established in year 2006. It is the first ever and current sole in-house manufacturing plant to supply global markets with Kodak branded ink cartridges. The products are part of Kodak’s revolutionary new product line — Easyshare AIO Inkjet Printers. As of today, the company is rapidly expanding in Haicang, Xiamen.