



Customer Service Support Executive

Introduction

The seafood industry is a very special place to be, and this is more so at Hai Sia Seafood, a company that is at the crossroads of a transformational change. Food is a large part of our lives – it is a form of sustenance for some, and an art for others. Seafood promises boundless possibilities, in terms of quality, sources, seasons, cooking styles and presentations. At Hai Sia, seafood is a craft. We believe that good seafood can be affordable and accessible. Above all, we believe this craft, so close to our hearts, should be shared with more people.

Just as the mastery of seafood is a craft, a huge part of this transformational change hinges on seeking and developing like-minded people. People who enjoy food as much as we do, people who believe in value-creation as much as we do, and people who believe that better things can come if we put our hearts into perfecting our work.

About Hai Sia:

Hai Sia, translated from Teochew, means the sound of the sea. From her humble beginnings in 1976 as a hawker stall at Mei Ling Street, Hai Sia has grown to be a familiar establishment at Jurong Fishery Port.

Today, Hai Sia is a HACCP-certified company that is involved in both the fresh and frozen seafood trade. Hai Sia provides integrated services including processing, packaging, deep-freezing and cold storage.

We are on an exciting track of change and have an opportunity for an individual to join us as a **Customer Service Support Executive**.

Focus:

- Point of contact from enquiries via calls, emails, fax and Whatsapp messages, and subsequently process these orders
- Follow up on standing orders and tender requirements such as product lists and tender periods, paying close attention to start and end dates
- Work with the Procurement team when products for tenders are running low on stock level

Responsibilities:

- Process orders via calls, emails, fax and Whatsapp messages accurately
- Liaise with various departments such as Procurement, Warehouse, Logistics, Production and Quality Assurance to ensure timely production and dispatch of goods based on customers' requirements
- Provide prompt responses to customers on prices, seafood processing capabilities and delivery enquiries
- Facilitate customers' feedback to both the Quality Assurance and Production teams, and follow up with necessary corrective actions
- Follow up on standing orders and tenders to ensure sufficient stock levels to meet immediate and short term demands
- Coordinate goods return or product recalls if required
- Provide sales support such as generating sales quotations and related documents for the frontline sales team





Experience & Qualifications:

- Analytical and meticulous, and enjoys planning
- Good command of both written and spoken English and Chinese
- Good interpersonal, communication and customer handling skills
- Good conflict resolution skills
- Proficient in MS Office, especially Excel and Word

Interested candidates, please send your CV detailing your experiences, qualifications and expected salary to hr@haisia.com.sg. More information of the company can be found at www.haisia.com.sg.

