

FRITZ HANSEN A/S

SALES COORDINATOR, KOREA

Job title: Sales Coordinator
Reporting line: Head of Korea
Dotted line:
Date: _____

The SCO is in the front line contact to our business partners being dealers, architects and Fritz Hansen sales force, and therefore the SCO acts as the ambassador of Fritz Hansen and must live the guidelines of our company:

- Take an interest, our business partners deserve your full attention
- Take the initiative and be proactive
- Take responsibility - partners and colleagues depend on you

The SCO is responsible for the following daily activities:

- Order processing: entering into AX, and handle related inquiries on lead times, cancellations, delays and product knowledge. Coordinate special requirements with HQ Supply Chain, Product Development and Planning. Issue of order of confirmations to customers. Controlling orders processed through the Partner Portal.
- Customer service: external communication with partners, handling inquiries on lead times, product information, product claims etc. via email or phone.
- Information process: Keeping Korean partners and customers updated on relevant information required in cooperation with the local Brand Manager.
- Logistic & delivery process: handling the local warehouse and transport operator, and in this role taking care of local stock management, management of local warehouse and transportation costs, arrangement of domestic delivery).
- Invoicing and payments: Issuing of invoices to customers and providing of payment report to HQ.
- Knowledge: make sure to be updated on our products, processes and tools - and either share or give input to improvements where appropriate.
- Service strategy: be an active part in the continuous work with improving our service.
- Ad Hoc: quotations, handling of Partner Portal, master data updating on AX and assisting with special requirements from the sales team. Short term smaller project, may occur - where special involvement is required.

Competences needed:

- Positive and smiling approach
- Service minded & flexible
- Disciplined; well structured and detail oriented
- Capable of managing many ongoing tasks simultaneously
- Independently working team player
- Performance oriented
- Languages: good communicational skills in English
- Local super user in our ERP system Dynamics AX
- Basic user of CRM system, Windows package, Outlook, Intranet