

Job Title: Inside Logistic and Sales Support – Parts & Service Department

Position Summary:

As Inside Logistic and Sales Support PSD you perform a variety of functions to support the timely execution of all inside sales administration and support for PSD, including spare parts procurement and sales and logistics functions. The position reports to the Director – DISD and National Parts & Service

Key Responsibilities:

• **Logistics**

- To ensure smooth transportation of all imports and compliance with customs rules and regulations.
- Coordinate and consolidate shipments imported from different suppliers/countries to arrive at destination smoothly.
- Resolve issues and problems with customs broker and forwarders when arise.
- Track and update importation daily.
- Work with shipping agents/forwarders/carriers to obtain freight quotations for sales team/supply chain as requested.
- Filing of all shipping and receiving activities to facilitate customs audits and accounts payable.
- Verify and file all import/export documents according to compliance procedures and maintain history of documentation for customs purposes.
- Insure all import shipments except CIP / DDP term.
- Check and approve all freight bills including overseas and domestic to ensure correct rate and proper services to be applied.
- Check and approve customs broker invoices and ensure proper tariff codes are used when import.
- Report to the freight companies, couriers, and brokers when discrepancies found on their bills, follow up and settle freight bill/broker's invoices in dispute.
- Request customs broker to send adjustment for the entries with improper tariff classification/incorrect value of the shipment/missing shipment and filing voluntary entries.
- Maintain record for all parts shipments and costs related to them and prepare shipping cost analysis report for Parts Department.

• **Spare Parts**

- Complete all customer order entries, sales invoice, credit notes daily.
- Develop, generate, distribute, and provide interpretation, when necessary, of sales reports for use in management planning and evaluation of business performance.
- Monitor and co-ordinate the Parts PSI activities, including sales forecasting, purchase planning, creating and monitoring purchase orders, and other tasks related to supply chain in order to meet business and customer requirements.
- Communicate with customers and coordinate the timely shipment and delivery of parts.
- Liaise with factory and other 3rd party vendor to ensure all product information is current and accurate.
- Review Parts pricing and recommend revisions when necessary.
- Update parts changes information on the system as required.
- Prepare an obsolete parts list for manager approval to scrap.
- Answer inquiry to customer through email and phone.
- Other duties as assigned.

Requirements and Qualifications:

- A bachelor's degree in business administration, economics, logistics, or certifications in the Supply Chain Management.
- 5 years of experience working in Logistics Operation.
- Experience in procurement and selling of spare parts is an asset.
- Strong sense of time organization and urgency.
- Good coordination and organizational abilities
- Excellent customer service and people skills.
- Good written and verbal communication skills.
- Quick learner with the ability to handle multiple tasks simultaneously, maintain focus, and adapt to a variety of challenges.
- Attention to details.
- Proficiency working with MS-Office Applications (Excel, PowerPoint, Word).
- Able to work independently and within a team.

Accommodations will be available upon request for persons with disabilities.