



## Senior Specialist Internal Sales

### Job description

#### Job Role Summary:

Responsible to support both the customer and the sales staff in regard to all demand creation focused issues (non-order management). Able to provide inputs to management for process improvements and plan definition.

#### Job Description:

- Processing sample requests from customers, check sample stock availability, sample price verification with PL/Sales Manager, sample tracking & reporting for customers.
- Alignment with customers, internal sales/sales team and central Customer Master Data (CMD) team to maintain or set up new Bill To and Ship To requests.
- Export control check (every 6 months per Ship To), check export control status upon new customer application.
- Monitoring/tracking payment from customer account, monitoring/settling of differences by initiating Credit/Debit Notes.
- PCN notice to customers; maintain customer contacts and update customer feedback in PCN Tool; PCN/PTN/IN coordination and request PCN supporting doc/info (QTR,CIPs)
- Respond on product information request including standardization.
- PPAP handling and coordination.
- Cooperate with other division's Internal Sales, and enhance sales operational effectiveness.
- Respond, update and/or follow up on MS Dynamic cases to closure.

### Profile

#### Job Specification:

- Bachelor degree with relevant 5 years relevant experience.
- Fluent in spoken & written English & Mandarin.
- Proficiency in PC operation, such as MS office.
- Excellent customer and sales support skills.
- Possess full knowledge and understanding of industry best practices and company policies and procedures.
- Team working spirit and willing to offer assistance to others.
- Responsible and able to handle multi-tasking at the same time.

### At a glance

Location: **Penang (Malaysia)**  
Job ID: **335511**  
Start date: **as soon as possible**  
Entry level: **5+ years**  
Type: **Full time**  
Contract: **Permanent**

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