

Overall purpose of job

This position will act as a liaison, provide product/services information and resolve any emerging problems that our clients might face with accuracy and efficiency. The purpose of this role is to ensure excellent service standards and maintain high customer experience and satisfaction for edible oils, to support the business growth.

Main activities/tasks

- Pricing
 - Formulating pricing for flexitank and packed oils for designated region and to sales personnel.
 - Daily price to sales team for basic set of oil products
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- Product
 - Spec matching, plant certificates, product registration by liaising with QA teams
 - Product labelling liaising
 - Manage samples inventory and courier
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- Commercial and Sales supporting
 - Assist to send sales confirmation when necessary
 - Coordinate sales contract creation with Shared Service Centre and send to customer
 - Lock in back-to-back intercompany purchase from manufacturing plants
 - Coordinate foreign currency hedging with Forex team when customer buys in non-USD currencies
 - Attending planning meeting (weekly) and liaising with sales if there is any shipment defer and roll FX hedging when needed
 - Maintaining commercial spreadsheets for contract booking, costings and volume / profit forecast
 - Coordinate with execution department on logistics, shipments and payment collection when necessary
 - Liaise with treasury department to set up trading limits for new customers
 - Send weekly report on samples and contract booking

Desired Qualities/Skills

- University degree, or diploma with work experience
- At least 5 years of relevant experience in facing clients and liaising internally with various departments
- Basic knowledge of international trades
- Problem solving and "customer comes first" mentality is a must
- Any proficiency in one Asia language example Chinese, Malay, Korean or Japanese. Strong proficiency in English
- Takes initiatives, step in to ensure problem resolutions
- Good communicator as liaison role between origin and destination
- Ability to work in fast pace environment and under pressure with attention to details
- Proficiency in Microsoft Excel