



*Make products so good that problems just won't stick!*

**WHITFORD** is one of the largest producers of fluoropolymer (nonstick) coatings in the world. Privately owned, Whitford has grown its manufacturing operations to 8 production sites in three continents, supplying to customers in over 50 countries around the world. We have significantly increased our turn over following the recent acquisition of Akzo Nobel Non-Stick coatings division. To support our continuous growth, we are expanding our workforce and have an immediate vacancy in our China plant located in Jiangmen, Guangdong Province.

## Customer Service Manager

**Jiangmen, Guangdong Province.**

### **The role:**

You report to the General Manager of the China plant. As the head of the department, you define together with the customer services team, high standards of support to direct customers, agents and field sales staff in the sales process with the objective of efficiency, customer satisfaction and on-time delivery. You train and mentor the team to be pro-active, fostering a service-minded culture, both externally to customers and internally with other departments such as Sales and Production.

Key responsibilities :

- a) Manage customer's expectations and queries in a professional and timely manner
- b) Review the overall quality of service regularly, identify potential problems, initiate appropriate service enhancement program when necessary in consultation with appropriate internal parties
- c) Streamline policies and procedures for the department & oversee daily operations to ensure timely processing of orders, trouble shooting when necessary, verification and accuracy of information
- d) Liaise with inter-departments, plan manufacturing schedules and coordinate deliveries having an intricate understanding of the order processing, forecasts and overall activities of the plant

### **The person**

You are an experienced manager who enjoys the dynamics and interaction of a manufacturing environment in China. Your

previous customer services experience dealing with both local and international clientele in a related industry (specialty chemicals, pigments, paint, glue, solvent, ink, adhesives, etc.) involving a 'make to order', batch manufacturing process, gives you a head start into understanding the varying preferences and demands of our customers. You are quick, flexible and experienced to negotiate reasonable solutions to deliver under short lead times, working hand in hand with a young team through continuous on the job training and mentoring.

## Requirements

- Degree holder, preferably in business related discipline, Social Science or Arts
- Minimum 5 - 7 years relevant experience at managerial level of which at least 3 years in the capacity of a team leader
- Previous work experience in a manufacturing environment in China is mandatory preferably in a similar industry (specialty chemicals, paints, coatings, fine chemicals)
- Solid experience of Customer Service Processes in a multi-national corporation (MNC) with international & local clientele
- General knowledge of I/E practices, trade customs and related product standards to western countries
- Pleasant personality with a service-minded attitude and demonstrable excellence in customer handling capability, people management and interpersonal skills
- Independent and self-motivated, able to work under pressure and challenged by a multitasking environment
- Experience & understanding of MNC culture
- Excellent communication skills in both spoken and written English and Mandarin
- (HK Residents are encouraged to apply for this role)

As the market leader with a global perspective, we are expected to have similar structures in every location around the world. The company invests as much in its people as it does in its products. The strong family spirit wants everyone to be successful. The Whitford Ethos merits talent and welcomes motivated individuals to join our family. We offer a competitive salary scheme with great employee benefits including attractive allowances and incentives. If our proposition interests you, please send your English application (CV, expected salary and availability), by email only to: [hresource@whitfordww.com](mailto:hresource@whitfordww.com) quoting reference number (Ref: 003-CSM-WJIA-e), addressed to the Hiring Manager. All applications will be treated strictly confidential. For other open positions, please visit our website [www.whitfordww.com](http://www.whitfordww.com) under Vacancies.

File key: