

# **SGS Hong Kong Limited**

**Company website:** <http://www.sgsgroup.com.hk>

## **Customer Service Associate**

### **Key responsibilities:**

- Handle incoming email and phone enquiries
- Deliver customer satisfaction through excellent service quality
- Solve problems and analyze information accurately with appropriate speed
- Make decisions through appropriate actions required to solve queries within guidelines
- Prepare proposal, quotation and agreement for the customer
- Communicate with laboratory staff on special sample handling and test requirements, etc to ensure projects proceed in a satisfactory manner

### **Requirements:**

- High Diploma or above in any subjects
- Min 1 year experience in customer services
- Good command of both written and spoken English and Chinese, including Mandarin
- Good communication skill, outgoing and initiative