



STAUFF China was established in 1995, and has since grown significantly in both size and scope of products and services to become one of China's principal players in the Fluid Power industry and related markets. Today the company is a key supplier of precision hydraulic components such as clamps, tube, filtration technology, valves, pumps, gauges, diagnostic equipment, accumulators and other hydraulic accessories to OEMs in various industries:

STAUFF has a current vacancy for:

Customer Service

Help field sales engineer on quotation preparation, order tracking, etc. Handle customer complain issues, liaise with finance Dept on credit limit control and AR issues.

Major Responsibilities

- Responsible for entering the order into SAP correctly and timely, and send the order confirmation to customer
- Make sure all of the company's commercial policies on delivery by the Customer Service team;
- Provide zero failure policy for VIP customers;
- Assist sales to coordinate with purchasing and production, improve the on-time delivery rate for customer orders
- Handle on the customer complain and improve customer's satisfaction

Position Requirements

- College/Bachelor degree or above, majored in Mechanical Engineering;
- At least 2 years related working experience;
- Strong capability to capture customers' need and manage customer relationship;
- Mature, aggressive, hardworking and with good analytical skills;
- Able to work both in a team and an independent environment;
- Skilled in MS office and English speaking and reading.
- Work Location: Shanghai

If you are seeking a progressive and forward-thinking organisation that values teamwork and has a commitment to excellence, you should join us! Please send your application by email to hr@stauff.com.cn.