

Customer Service Executive

[Apply Now](#)

Company: Thales

Location: Taipei

Category: other-general

Location: Taipei, Taiwan

In fast changing markets, customers worldwide rely on Thales. Thales is a business where brilliant people from all over the world come together to share ideas and inspire each other. In aerospace, transportation, defence, security and space, our architects design innovative solutions that make our tomorrow's possible.

Thales established its presence in Taiwan in 1992. The Group has since developed a strong partnership with local companies and is a key partner of the Taiwanese Government. Thales Taiwan employs over 100 people across the island with profiles that include engineers, sales representatives, customer service support, and operational staff. The company operates two sites across the country in Taipei, Neihu and New Taipei, Chung-Ho and remains in close proximity to its customers' sites in Hsinchu, Taoyuan and Songshan. In 2021, Thales Taiwan established its new headquarters in Taipei Neihu district, gathering all its different experts in one single location to best service its customers. The Group is strongly committed to support Taiwan's digital transformation with state of the art technology in Digital Identity & Security, Aerospace and Space. Thales Taiwan provides key technologies in Air Traffic Management and Avionics equipment. The company provides services to local airlines and the civil aviation authority. The Group successfully installed multiple high-performance radars that enable airports to easily and safely manage their flights.

Responsibilities:

PERSO CS:

- Act as main interface for Customer and Sales, TC and PSC stakeholders.

- Manage post sales activity for Personalisation Services, including Allynis Added Services.
- Relay information to/from customers versus PSC (data receipt, card pulls, personalized card dispatch, change requests, collaterals deliveries, etc.)
- Report to customer the agreed reports.
- Contribute to change request process, pull process according to PSC organization.
- Contribute or manage stock for the various types of contracts. Liaise supply of collaterals with/for customers depending on contract requirements, make sure customer orders in time and ensure the needed stationery is available on time.
- Attend customer meetings, assist customer when visiting Thales DIS facilities.
- In charge of the customers' complaints registration in corporate tool (I-Care), follow up and closure.
- Follow up new projects with right PSC stakeholders until the delivery and invoicing in a proactive mode.
- Ensure billing consistency, contribute to the billing forecast exercise and its achievements
- Contribute to new project costing and commercial proposals in line with the Allynis Added Services Catalogue set up by the marketing team. Liaise with internal stakeholders (Marketing, NPI, TC, Sales).
- Contribute to contract review with Sales, especially on added services, to secure billing of all services included in the contract
- Any additional task/s assigned by supervisor, if deemed necessary.

CARD ORDER MANAGEMENT:

- Ensuring all orders processed with valid customer order or proper management approvals.
- Monitoring all orders progress and update the relevant parties.
- Coordinating amongst factory, sales, sales support, technical, field marketing and customers for all issues related to the orders to ensure order is being smoothly processed and avoid quality issues.
- Taking charge of any local delivery arrangement & custom clearance for both import and export if necessary.
- Preparing for all documents and for imports and exports.
- Preparing weekly and monthly revenue report

Requirements:

Education: College Education and above.

Knowledge and Skills:

- System Tools : IT Literate (Microsoft Pack Office, ...)
- ERP knowledge is a plus
- Customer oriented and availability
- Good organization skills
- Team player
- Good at interpersonal-& intercultural communication
- English & Korean (oral and written)
- International sales administration and logistics (Payment Terms, Customs Rules...)

#LI-JL1

At Thales we provide CAREERS and not only jobs. With Thales employing 80,000 employees in 68 countries our mobility policy enables thousands of employees each year to develop their careers at home and abroad, in their existing areas of expertise or by branching out into new fields. Together we believe that embracing flexibility is a smarter way of working. Great journeys start here, apply now!

[Apply Now](#)

Cross References and Citations:

1. [Customer Service Executive Socialmediajobopportunities Jobs Taipei Socialmediajobopportunities ↗](#)
2. [Customer Service Executive KenyajobsJobs Taipei Kenyajobs ↗](#)
3. [Customer Service Executive Nyjobscentral Jobs Taipei Nyjobscentral ↗](#)
4. [Customer Service Executive Physicsjobs Jobs Taipei Physicsjobs ↗](#)
5. [Customer Service Executive SocialworkjobsJobs Taipei Socialworkjobs ↗](#)
6. [Customer Service Executive Wowjobs Jobs Taipei Wowjobs ↗](#)
7. [Customer Service Executive Newyorkcareerhub Jobs Taipei Newyorkcareerhub ↗](#)
8. [Customer Service Executive Searchnzjobs Jobs Taipei Searchnzjobs ↗](#)
9. [Customer Service Executive AdminjobsJobs Taipei Adminjobs ↗](#)
10. [Customer Service Executive Londonjobscareer Jobs Taipei Londonjobscareer ↗](#)
11. [Customer Service Executive SearchaustralianjobsJobs Taipei Searchaustralianjobs ↗](#)



12. **Customer Service Executive Search**[australianjobs](#)[Jobs Taipei](#) [Search](#)[australianjobs](#)



13. **Customer Service Executive**[Hondurasjobs](#) [Jobs Taipei](#) [Hondurasjobs](#) ↗

14. **Customer Service Executive Contract**[jobs](#)[Jobs Taipei](#) [Contract](#)[jobs](#)↗

15. **Customer Service Executive**[Londoncareerhub](#) [Jobs Taipei](#) [Londoncareerhub](#) ↗

16. **Customer Service Executive**[Usajobscentral](#)[Jobs Taipei](#) [Usajobscentral](#)↗

17. **Customer Service Executive**[Copenhagenjobs](#)[Jobs Taipei](#) [Copenhagenjobs](#)↗

18. **Customer Service Executive**[Nzjobs](#) [Jobs Taipei](#) [Nzjobs](#) ↗

19. **Customer service executive** [Jobs Taipei](#) ↗

20. **AMP Version of Customer service executive** ↗

21. **Customer service executive** [Taipei Jobs](#) ↗

22. **Customer service executive** [Jobs Taipei](#) ↗

23. **Customer service executive** [Job Search](#) ↗

24. **Customer service executive** [Search](#) ↗

25. **Customer service executive** [Find Jobs](#) ↗

Source<https://tw.expertini.com/jobs/job/customer-service-executive-taipei-thales-bc56fae34c/>

Generated on: 2024-05-05 by [Expertini.Com](#)