销售助理
Sales Assistant

Location: **Shanghai**
Starting date: **ASAP**
Nationality: **Chinese**

关于公司
About the company :

A global leader in glass primary packaging for healthcare industry, with manufacturing plants in Europe and Asia.
一家全球领先的医疗行业玻璃初级包装解决方案提供商，在欧洲和亚洲均设有生产工厂。

工作内容
Mission:

Ensures all necessary daily administrative operations under her/his sale(s) manager(s) supervision to maintain, and develop the markets that have been attributed to him/her. Projects a professional company image through in-person, written and phone interaction.
在销售经理的监督下，负责开展日常所需的各项行政运营工作，维护并拓展所负责的市场。通过当面沟通、书面往来及电话接洽等方式，展现公司专业形象。

主要职责
Key Responsibilities:

1. **Administration of orders**
   订单管理

- Orders: Control, register and follow up the orders both with the clients and the plant in a timely manner according to company procedures. From receipt of the order => shipment organization => until receipt of the payment - including follow up of late payments.
  订单处理：严格遵循公司流程，及时与客户、工厂对接，完成订单的管控、 登记及全流程跟进。工作覆盖从订单接收→发货安排→货款收回的全链路， 包含逾期款项的跟进。
- Forecasts: ensure that forecasts are properly entered and maintained in dedicated software.
  销售预测：确保预测数据准确录入并维护至指定管理软件中。
- Quality: collect all relevant information related to claims, registers it and transmits it together with samples to the Quality Department.
  质量客诉：收集客诉相关的全部资料并登记备案，同步将资料及样品提交至质量部。
- Draft answer to customer and send it to client after validation of sales manager - does appropriate actions to close each claim (return of goods, credit note, etc.).
  草拟客诉回复邮件，经销售经理审批后发送给客户；采取恰当措施推进客诉闭环处理（包括退货、开具贷记凭证等）。

2. **Commercial**
   商务支持

- Assists the Manager to prospect customers, and follows up all operations with regards to customers and markets.
  协助销售经理进行客户开发，跟进与客户、市场相关的各类业务事项。
- Launches and follows up with the Manager new developments in connection with the Technical Department of the factory concerned.
  协同销售经理，联合工厂技术部门推进新产品研发及市场拓展工作。
- Collects and prepares all material necessary for prices offers to existing clients or prospects for sales manager's approval.
  收集并整理现有客户及潜在客户的报价所需全部资料，提交销售经理审批。
- Type mails, notes, and reports as needed, covering customer visits, marketing actions, structure handling, and internal meetings.
  按需录入各类邮件、工作纪要及报告，内容涵盖客户拜访情况、市场营销活动、组织架构对接事宜以及内部会议纪要。
- Have daily contacts with agents' / distributors' network for all commercial operations and clients.
  就所有商务合作及客户服务事宜，与代理商 / 经销商网络保持日常沟通。
- Maintain her workplace and the office in a state compliant with company standards.
  保持个人工位及办公区域环境整洁，符合公司规范标准。
- Ensure back up of her colleagues during their leave.
  同事休假期间，接替完成其相关工作。
- Participate in marketing events such as seminars, trade shows.
  参与各类市场营销活动，例如行业研讨会、商品交易会等。
- Provide on-the-job training to new sales employees.
  为新入职销售岗位员工提供在岗培训。
- Other duties as assigned.
  完成上级交办的其他工作。

任职要求
Qualifications:

- Specialized knowledge and skills: Language — fluent in English and French.
  具备专业技能与知识，尤其语言能力：英语、法语流利。
- Basic reading, writing, and arithmetic skills required. This is normally acquired through a bachelor's degree or equivalent.
  需具备基础的读写及计算能力，该能力通常需通过本科及以上学历或同等学力教育获得。
- Maintain a professional appearance and provide a positive company image to internal and external contacts.
  保持专业得体的仪容仪表，向内外部对接人员展现积极正面的公司形象。
- Computer literate (knowledge of Microsoft office/ Outlook)
  熟练操作计算机，掌握微软办公软件及 Outlook 邮箱的使用技能。

投递方式
Application:

请将中英文简历及动机信发送至:

Please send your Chinese and English CV and cover letter to: *sh-recruitment@ccifc.org*