

Merchandiser

Location: Guangzhou

Sector: Clothing / Textile / Garment / Accessories

Starting date: ASAP

Job Reference: CDS2025039

ABOUT THE COMPANY

Our client is a foreign-owned manufacturing company specializing in mid-to-high-end bags and accessories for international brands. They are committed to high-quality craftsmanship, production efficiency, and strengthening their position in the global market.

MISSION

As a key support to the Merchandiser Supervisor, the role is responsible for managing end-to-end order processing, including receiving customer orders, confirming delivery timelines, and coordinating production plans. The position ensures timely sample development, accurate documentation, and close follow-up with cross-functional teams to ensure on-time delivery. It also involves handling customer communications, resolving complaints, maintaining positive client relationships, and ensuring smooth daily operations across departments.

RESPONSIBILITIES

- Maintain effective communication with international clients through email, video calls, and meetings; accurately understand customer needs and provide responsive support.
- Coordinate daily order follow-up, including sample development, BOM preparation, procurement tracking, and production scheduling.
- Translate and relay customer requirements and technical files to internal teams, ensuring timely and accurate sample making and production instructions.
- Prepare and manage sample orders and order documents in ERP system; develop supplier contacts and ensure accurate material quotations and BOM data entry.
- Monitor and verify material procurement progress; ensure timely delivery of sample and bulk materials in accordance with specifications.
- Assist with special techniques or customized processes as per client requirements; arrange lab dips and pre-production samples.
- Prepare shipping documents such as packing lists, barcodes, and invoices; arrange international couriers and third-party inspection schedules.
- Participate in pre-production and order review meetings, ensuring clear communication between customer expectations and factory implementation.

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- Review and verify production cost sheets and material prices for accuracy before final order confirmation.
- Ensure compliance with internal processes, SOPs, and company policies throughout the order management lifecycle.

REQUIREMENTS

- Proficient in English, CET-6 or above, with strong reading and verbal communication skills.
- Excellent communication and customer service mindset, with the ability to build positive relationships.
- Strong analytical and independent thinking skills, able to provide constructive suggestions and demonstrate empathy and business acumen.
- Resilient, goal-oriented, and performance-driven, with a strong sense of perseverance and continuous improvement.
- Proficient in computer operations and ERP systems; quick to learn and adapt to new tools and technologies.
- Open to challenges and learning from mistakes, with a high sense of responsibility, accountability, and initiative.

APPLICATION

Please send your resume and your motivation letter to:

sc-recruitment@ccifc.org

Mail subject: Your name | Job title - location [Job reference]

Ex. Your name | Merchandiser – Guangzhou [CDS2025039]

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