

# Internal/External Advertisement

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**COMPANY:** Pelchem (SOC) Ltd  
**DEPARTMENT:** Sales & Marketing  
**VACANCY:** **Customer Service Consultant**  
**STATUS:** Permanent  
**SALARY BAND:** Up to C3G  
**REF NO:** **EC15471**

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***Be part of Pelchem, the sole fluorochemicals manufacturer and supplier in the Southern Hemisphere.***

***Dynamic changes in the industry combined with an increasing portfolio and the need to enhance the South African fluorochemicals sector has necessitated Pelchem to embark on expansion and growth trajectory.***

## **Job Profile:**

To represent the Pelchem brand through exceptional customer interaction and management of product service agreements (PSA) while integrating the customer service management (CSM) to provide a single point of contact for customer engagement and information.

## **Key Performance Areas:**

- Ensure customer satisfaction through compliance to customer requirements;
- Resolve customer complaints and classify these accordingly to gather customer feedback;
- Conduct regular contact and visits to customer and maintain report of interaction to build and maintain sustainable relationships
- Ensure customer support with safety matters and awareness training ;
- Facilitate pro-active communication with customer;
- Coordinate end to end export and local shipping administration;
- Efficient local and export order processing; and
- Compile report information and support to Sales Manager.

## **Job Requirements:**

- Self-starter with an above drive for excellence.
- Excellent inter-personal as well as verbal & written communication skills.
- Must be able to plan and organise.
- Knowledge of chemical markets.
- Computer literate.
- Good team player skills.
- Must be able to network/liaison with customer.

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- Must be able to work under pressure.
- Attention to detail.

### **Qualifications and Experience:**

- Tertiary qualification (Degree or Diploma) in Sales and Marketing, Logistics, Science/Engineering.
- 5 years' experience in customer service, experience in chemical industry and export administration will be advantageous.

Closing date: **6 February 2019.**

### **CONTACT PERSON**

Ms. Khanyisa Maluleke

Tel: 012 305 4708

Building: Beva E3/E4

Room: 325K (Third floor)

Please forward your updated CV with certified copies of your educational qualifications to [Khanyisa.maluleke@pelchem.co.za](mailto:Khanyisa.maluleke@pelchem.co.za)

***CVs from recruitment agencies will not be considered.***

### **GENERAL:**

***The appointment of a candidate is subject to the outcome of medical and security checks. The suitable candidate will be selected with the intention of promoting diversity and achieving EE targets as contemplated in the relevant Pelchem Employment Equity Plan.***

***Pelchem is a member of the Necsa Group.***

*Should you not hear from us within 30 days of the closing date, please consider your application unsuccessful.*