

Company Profile

公司簡介

The Melchers China organization is a member of the globally operating Melchers Group. Headquartered in Bremen, Germany, C. Melchers GmbH & Co. KG is privately owned and established its first Asian branch in 1866 in Hong Kong. The company has been engaged in doing business in Asia ever since.

美最時中國隸屬於美最時跨國集團。總部位於德國不萊梅的 C. Melchers GmbH & Co. KG 是一家私營企業，由卡爾·美最時（1781-1854）和卡爾·福克於 1806 年創立。於 1866 年在香港設立了第一家亞洲分公司，此後便一直從事亞洲業務。

Administration & Customer Service Executive

行政與客戶服務專員

Location: Shanghai

工作地點: 上海

Report to: Business Development Director

彙報對象: 業務拓展總監

Job description:

工作職責：

Responsible for administration, front desk operations, and overall service center coordination. Provides direct client service, spare parts management, and support to watchmakers and management.

負責服務中心的行政、前臺運營及整體協調工作。直接為客戶提供服務，管理備件，並為維修師和管理層提供支援。

1. Handle reception duties: Serve as first point of contact for clients and visitors, greeting clients, answering calls, managing inquiries
負責接待：作為客戶和訪客的第一聯絡人，問候客戶、接聽電話、處理諮詢
2. Manage all administrative tasks for service center operations
處理服務中心運營的所有行政事務
3. Direct client-facing for watch service inquiries and requests
直接面向客戶處理鐘錶服務諮詢和需求

4. Manage watch administration processes and documentation
管理鐘錶行政流程和文檔
5. Provide general after-sales support
提供通用售後支援
6. Provide support to watchmakers and management on daily operations
為維修師和管理層提供日常運營支援
7. Communicate with aftersales team of relevant brands in foreign countries.
與國外相關品牌的售後團隊溝通
8. Manage spare parts inventory and procurement coordination
管理備件庫存和採購協調
9. Coordinate workflow between the technical team
協調與技術團隊之間的工作流程
10. Coordinate technical training for brands' POS/boutique staff, 協調品牌 POS/精品店員工的技術培訓
11. Participate in special projects as assigned
參與分配的特別專案

Requirements:

任職要求：

1. Bachelor degree or above
本科或以上
2. 2-3 years of relevant experience
2-3 年相關工作經驗
3. Good command of both written and spoken English and Chinese, Germany is a plus
流利的英語和中文書寫和口語能力

4. Proficient in MS office, with good excel skills
精通 MS Office , Excel 使用熟練
5. Effective communication skills with internal and external parties
與內部和外部的有效溝通技巧
6. Experience in luxury goods or service industry preferred
有奢侈品或服務行業經驗者優先
7. Excellent communication and organizational skills
出色的溝通和組織能力
8. Detail minded, systematic at work & proactive
注重細節，工作系統化，積極主動

Applicants are requested to send their CV and expected annual salary to Jojo Zhang
at jojozhang@melchers.com.cn
申請人請將您的簡歷及期望薪酬發送至：jojozhang@melchers.com.cn