

## **Service Adviser**

### 客户服务顾问

#### **Responsibilities 工作职责:**

- Consult Clients provide advice and services as well as personal and administrative follow-up of their service case;  
为客人提供售后咨询服务和接修后的跟进服务;
- Maintain a professional atmosphere within the Customer Service by respecting the philosophy, culture and values of Patek Philippe.;  
通过尊重百达翡丽的理念、文化和价值观, 在客户服务中保持专业的氛围;

#### **Major Activities 主要工作:**

- Receive client's individually and provides them with advice in regards to their requests;  
独立接待客人, 对于维修要求提供建议;
- Develop and maintain a personalized relationship with clients by keeping up to date their repair case file;  
积极跟进客人腕表维修进度, 与客人保持良好关系;
- Receive client's enquiries by phone, e-mail or other means and replies in the best delay;  
接收客人问询(电话、邮件或其他方式)并及时响应;
- Provides clients with information in regarding to prices, delays, delivery dates etc;  
提供给客人腕表维修的相关信息, 如: 维修价格、维修进度是否延误、取表时间等;

- Receive clients, in case of absence of its colleagues or supervisor (deliveries, repairs of watches;  
当同事或主管领导休假时，独立接待客人（取表、接修、问询等）；
- Receive telephone calls, takes into analyze the level of urgency of the request and take necessary actions and follow-up;  
接听电话，分析请求的紧急程度，并采取必要的行动和跟进；
- Ensures different accounting tasks (control, posting and billing) in connection with the Accounting & Finance Department;  
确保与会计和财务部门相关的不同会计任务（控制、过帐和计费）；
- Updates, complete, and back up data regularly by following the guidelines;  
按照指南定期更新、完成和备份数据；
- Know and recognize the collection and the history of the product;  
了解产品系列及历史；
- Know new products, discontinued products, prices, promotions and keep informed about changes;  
了解广告投放等市场活动；
- Participate, upon request, in information sessions on products。  
根据要求，参加产品信息分享。

**Qualifications 任职要求：**

- University/College Graduate;  
大学/大专毕业

- 2 to 3 years' experience in a position within the service industry. Watchmaking industry a plus;  
2-3 年服务业工作经验，制表行业优先；
- Excellent interpersonal skills and diplomacy, strong communicator;  
极强的人际关系处理技巧，善于沟通和外交；
- Good to very good knowledge of office tools (MS-Office);  
熟练掌握办公工具 (MS-Office)
- Availability & Team spirit; Interest in administrative tasks;  
可用性和团队精神；对行政工作感兴趣
- Excellent Chinese communication skills (oral and written);  
优秀的中文沟通能力（口头及书面）；
- Basic English communication skills;  
基本的英语沟通能力；
- Presentable and well-groomed appearance;  
仪容整洁，适度化妆和修饰；
- Friendly and cheerful personality.  
个性友好开朗

Location: Beijing 北京