

Company Profile

公司简介

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.

美最时中国隶属于美最时跨国集团。总部位于德国不莱梅的 C. Melchers GmbH & Co. KG 是一家私营企业，由卡尔·美最时（1781-1854）和卡尔·福克于 1806 年创立。于 1866 年在香港设立了第一家亚洲分公司，此后便一直从事亚洲业务。

Administration & Customer Service Executive

行政与客户服务专员

Location: Shanghai

工作地点: 上海

Report to: Business Development Director

汇报对象: 业务拓展总监

Job description:

工作职责:

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

负责服务中心的行政、前台运营及整体协调工作。直接为客户提供服务，管理备件，并为维修师和管理层提供支持。

1. Handle reception duties: Serve as first point of contact for clients and visitors, greeting clients, answering calls, managing inquiries
负责接待：作为客户和访客的第一联系人，问候客户、接听电话、处理咨询
2. Manage all administrative tasks for service center operations
处理服务中心运营的所有行政事务
3. Direct client-facing for watch service inquiries and requests
直接面向客户处理钟表服务咨询和需求

4. Manage watch administration processes and documentation
管理钟表行政流程和文档
5. Provide general after-sales support
提供通用售后支持
6. Provide support to watchmakers and management on daily operations
为维修师和管理层提供日常运营支持
7. Communicate with aftersales team of relevant brands in foreign countries.
与国外相关品牌的售后团队沟通
8. Manage spare parts inventory and procurement coordination
管理备件库存和采购协调
9. Coordinate workflow between the technical team
协调与技术团队之间的工作流程
10. Coordinate technical training for brands' POS/boutique staff, 协调品牌 POS/精品店员工的技术培训
11. Participate in special projects as assigned
参与分配的特别项目

Requirements:

任职要求:

1. Bachelor degree or above
本科或以上
2. 2-3 years of relevant experience
2-3 年相关工作经验
3. Good command of both written and spoken English and Chinese, Germany is a plus
流利的英语和中文书写和口语能力

4. Proficient in MS office, with good excel skills
精通 MS Office， Excel 使用熟练
5. Effective communication skills with internal and external parties
与内部和外部的有效沟通技巧
6. Experience in luxury goods or service industry preferred
有奢侈品或服务行业经验者优先
7. Excellent communication and organizational skills
出色的沟通和组织能力
8. Detail minded, systematic at work & proactive
注重细节，工作系统化，积极主动

Applicants are requested to send their CV and expected annual salary to Jojo Zhang at jojozhang@melchers.com.cn

申请人请将您的简历及期望薪酬发送至：jojozhang@melchers.com.cn