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| Job Title: | Director of Customer Representative | Language(s) Required:  | Chinese (Mandarin),English |
| Department/Group: | MILLERIA Limited | Will Train Applicant(s): | Yes. |
| Location: | Shenzhen | Travel Required: | Yes, Occasionally. |
| Salary Range: | Market Rate | Position Type: | Full Time |
| Posting Date posted: | 12/14/2012 | Posting Expires: |  |
| External posting URL: | Once you have edited your job description, [click here](http://clk.atdmt.com/MON/go/140269971/direct/01/) to post the job on Monster.com. |
| Internal posting URL: | [www.milleria.com](http://www.milleria.com)  |
| Job Description | Serves customers by providing product and service information; resolving product and service problems. |
| Responsibilities:* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Prepares product or service reports by collecting and analyzing customer information.
* Contributes to team effort by accomplishing related results as needed.
* Protects organization's value by keeping information confidential.
* Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
* Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
* Contributes to team effort by accomplishing related results as needed.**Skills/qualifications:**
* Customer Service, Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Analyzing Information , Multi-tasking
* Closing Skills, Motivation for Sales, Prospecting Skills, Sales Planning, Selling to Customer Needs, Territory Management, Market Knowledge, Presentation Skills, Energy Level, Meeting Sales Goals, Professionalism.
* Reporting Skills, Administrative Writing Skills, Microsoft Office Skills, Managing Processes, Organization, Analyzing Information , Professionalism, Problem Solving, Supply Management, Inventory Control, Verbal Communication.
* Performance Management, Giving Feedback, Project Management, Coaching, Foster Teamwork, Supervision, Staffing, Business Knowledge, Technical Leadership, Technical Management, Vision
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