

Customer Service/Account Administrator – LED Lighting Division

Supreme Components International (SCI) is a world-wide distributor of high-tech Electronic Components and LEDs. Our mission is to elevate our 1400+ partners' sales and product performance by connecting our reputable franchised network of 40+ high-tech electronic component and LED suppliers to proactively design and provide cutting-edge, cost-effective, value added services and solutions.

SCI has demonstrated exemplary financial and governance track records, receiving the "award of the awards" from the Government of Singapore including the e50 awards – four years in a row – and the Singapore 1000 awards, now five times in a row.

We are notably ranked as one of the **fastest growing cash-rich firms in Singapore**.

IMPORTANT PRE-REQUISITES:

- This position is only available to Singaporean citizens, PRs, long term social visit pass holders, and dependent pass holders. Sponsorship is not available for this position.
- Must be able to work the standard 45 hour work week per MOM guidelines, excluding Saturdays.
- The salary expectation is SGD \$2000/month.
- This office is located in Eunos (East Coast) so commuting should be accounted for.
- A basic Excel exercise will be required to be completed during the prescreening process.

Role Overview

The **Customer Service/Account Administrator** partners with internal Sales Executives, LED/Electronic Component Suppliers, Finance, and Logistics personnel globally to ensure that all purchase orders are successfully managed and followed-through from the point of the sale to the point of parts delivery. This position requires a candidate who not only is tech savvy who can track and manage data effectively, but someone who is extremely detail oriented and a strong English written and verbal communicator.

A basic Excel exercise will be required to complete during the prescreening process.

Key Responsibilities

- Partners with LED and Component Sales, finance, and logistics executives to manage and track all purchase orders from the point of sale to the point of delivery.
- Proactively notifies customers regarding shipment details including tracking numbers, date of shipment, etc.
- Creates purchase orders using TigerNix's ERP system whenever a new order needs to be made to the supplier
- Creates proforma invoices using TigerNix's ERP system whenever a new invoice needs to be send to the customer
- Manages complex electronic component part numbers using Excel spreadsheets and uploads all inventory to website
- Tracks and centralizes all current LED inventory in Excel spreadsheets, notifying sales executives when a change is made
- Update the introduction clipboard whenever new customers/suppliers arrive and provides tea/coffee accordingly
- Performs basic administration duties including serving tea/coffee to visitors, adding their name on the clipboard, etc.

Qualifications

- Bachelor's degree required
- 0-2 years in accounts administration or similar
- Excel MS Excel proficiency required
- Familiarity with basic MS Office suite
- Knowledge of the LED and Electronics Components and/or supply chain industry preferred
- Interest in project management
- Excellent attention to detail
- Work-well in the a high-pressured fast-paced, team-oriented environment
- Ability to work independently on strategic issues with client; capable of managing fairly complex projects

Compensation and Benefits Package

- Competitive base salary
- Full benefit package including medical, dental, and two-weeks paid time off (PTO)