



1. JOB TITLE: ORDER DESK OFFICER

Deadline: Jun 29

Country: Tanzania

Location: Mwanza

Job-ID: R0039886

Job category: Sales and Product Service

The purpose of this role is:

To provide customer support and queries as required. Support the achievement of Sales targets through ensuring all orders are processed and completed within relevant guidelines.

Duties and Responsibilities

- Liase with the inventory planners and secure the replenishment stock for customers.
- Answer all incoming customer calls/emails in a professional manner.
- Receive, process and expedite parts orders and enquiries for customers.
- Handle complaints from customers, liase with manager to ensure appropriate action is taken.
- Educate the customer on the product/services available to them.
- Work with Sandvik processes with ERP SAP system and all integrated systems and applications

- Create cases within case management system to keep records as ticket to customer queries, incidents and requests and communicate it according to the processes within the company.
- Identify potential customer needs/opportunities to grow the business.

Your profile

- Degree / Diploma in Logistics/Supply Chain Management
- 2-5 years' experience in a customer service role
- Relevant experience in Mining industry
- Knowledge of Aurora/Finance software, experience and skills within ERP system SAP, Microsoft Office 365.
- Experience in Call Centre/Reception software
- Experience in customer service and handling complaints

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2. JOB TITLE: FIRE SUPPRESSION TECHNICIAN

Deadline: Jun 29

Country: Tanzania

Location: Mwanza

Job-ID: R0039805

Job category: Sales and Product Service

To participate as assistant in below tasks: Install, repair, inspect and commission products and equipment of different kind at customer site or own premises. Report and document results after above actions. Support the customer's product/equipment/processes by suggesting possible improvements. Plan, conduct and maintain tools and equipment for service work.

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