

Customer Service and Administrative Representative (m/f) – Bangkok, THAILAND

About IQAir

IQAir AG is a worldwide leader in measuring and improving air quality. We help people lead longer, healthier lives by protecting them from air pollution and allergens at home, at work and on the go. At our Swiss Technology Center we develop and produce IoT air measurement devices and air purification systems for private, public and clinical applications. Our customers are governmental agencies, schools, medical facilities, Fortune 500 companies, embassies and health conscious individuals in over 100 countries. Our mobile air quality -app AirVisual and air quality data platform is used by over 50 million people around the globe.

As part of its global expansion, IQAir will open its newest regional support and service office in Bangkok. Join our global team of sales and marketing experts to help bring clean air to more people in Thailand and beyond.

Your Tasks

- Handling inbound communication for the local market
- Addressing customer comments, suggestions, complaints, and issues
- Providing information about the company's policies and procedures to customers
- Order processing (prep. of purchase orders, order confirmations, shipping documents, and invoices)
- Creation and maintenance customer information and records in our ERP system
- Supporting sales staff in processing and initiating sales transactions
- Various accounting, HR and administrative tasks

Our Requirements

- Completed administrative/commercial education (or similar)
- Proven experience within a Customer Service department, preferably within an international organization
- Strong ability to understand customer' needs and apply appropriate solutions
- Technical support interest
- Fluent Thai and English language skills
- Valid Thai driving license preferred
- Stress resistant and reliable personality with very good communication skills
- Open-minded, flexible and service-oriented with excellent problem-solving ability

Our Offer

- Represent best-in-class air quality monitoring and air purification systems for residential, commercial and healthcare settings
- Competitive salary
- Work in small team with flat hierarchy
- Training from and direct access to product experts from Swiss headquarters

Place of Work

0 Bangkok, Thailand

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