**Title: Customer Service Representative**

# Business Unit: SP&O- GBS Apac

# Department: GBS Apac

# Report to: ABC Regional Support Manager

**Role/Purpose:**Responsible for providing superior support to customers in all aspects of purchasing products, including all pre-order entry qualifications, order-entry and post-order entry enquiries and support for Autodesk’s products, subscriptions and renewals.

Develops and maintains positive customer relations; coordinates with various functions within the company to ensure that customer requests are handled appropriately and in a timely manner.

**Principal Duties and Responsibilities:**

* Ensure that all orders are entered into the appropriate order management systems in accordance to processes, policies and approval matrixes, within the agreed global and regional SLAs.
* Ensure that customer inquiries are responded in a timely manner through emails, fax and phone within the agreed global and regional SLAs.
* Ensure that all Investigations regarding orders, shipments, verifications, registration and complaints are handled appropriately. Ensure that issues are escalated to the appropriate authorities and seek closure in a timely manner.
* Ensure high level of customer satisfaction by fairly resolving escalated issues and take appropriate corrective action. Builds and maintains customer relationships specific to regions.
* Communicates and works closely with local sales office to obtain approvals for return and/or credits. Maintains records of returns, schedule changes, product enhancements or changes, product pricing and return credits.
* Fills internal/external customer requests for lost media (i.e. disks, manuals) or additional company materials.
* Serves as backup member to other regional teams when required.
* Ensure that all Return Merchandise Authorization (RMA) transactions are performed in compliance to business guidelines.
* Execute all month-end and quarter-end activities flawlessly.
* Participate actively as an integral member of the assigned regional team by providing regular feedback, process improvements recommendations.
* Participate actively in ad hoc projects or assignments as determined by ABC Regional Support Manager.
* Perform any other task assigned by ABC Regional Support Manager

**Quality Management System:**

* Quality responsibilities & authorities of various function (Annex II) – refers to Quality Manual.
* Document and Data Control of Autodesk Asia Pte Ltd Quality Management System
* Responsible in reviewing procedures & work instructions related to his/her responsibilities.