

CUSTOMER SERVICES EXECUTIVE

SIKA CORPORATE PROFILE

Sika is a speciality construction chemicals company founded in **1910** with a leading position in the development and production of systems and products for bonding, sealing, damping, reinforcing and protecting in the building sector and the motor vehicle industry. Sika has subsidiaries in over 105 countries around the world and manufactures in over 200 factories. Its approximately 19,500 employees generated annual sales of CHF 7.09 Billion in 2018.

Sika Lanka was incorporated in 2014 as one of the investments that Sika was making in emerging markets. We pride ourselves on being technically driven and project motivated. The business is typically balanced between contractors, architects, engineers and other specifics including distribution marketing through retail hardware.

We are looking for an energetic team player with strong interpersonal, leadership and communication skills coupled with a minimum of 1 years' working experience in a similar field to take up the position of Customer Services Executive. Fluency in the English language is essential. You must have the aptitude and flair to quickly adapt to work on the ERP system (Navision) currently in operation and must be conversant with MS Office package applications.

The Role

- Deal with internal and external customers
- Daily order processing (Sales Order/Delivery Order/Invoicing)
- Preparing customer quotations
- Respond to all incoming sales enquiries by telephone, email and fax
- Co-ordinate with Sales and Operations teams
- Filing of documents
- Preparation and despatch of letters and invoices to customers as required
- Issue and invoice against samples released
- New Customer Creation
- Return Orders and Credit Memos
- Update client databases
- Support other departments

This role is autonomous and ideally suited for an individual willing to grow within the company.

Sika is an equal opportunity employer and does not discriminate in employment on the basis of gender identity, religion or age. We believe that our people are our most valuable asset and encourage those that show ability and desire to grow. We place great importance in fostering, training and development at all levels, and believe in providing a clear career path for all our personnel.

A salary package commensurate with experience and expertise is on offer. **Preference will be given to candidates who live in close proximity to Ja-ela.**

Please email your CV with the names, addresses and contact telephone numbers of 2 non related referees within 7 days of this advertisement to **sladmin@lk.sika.com**