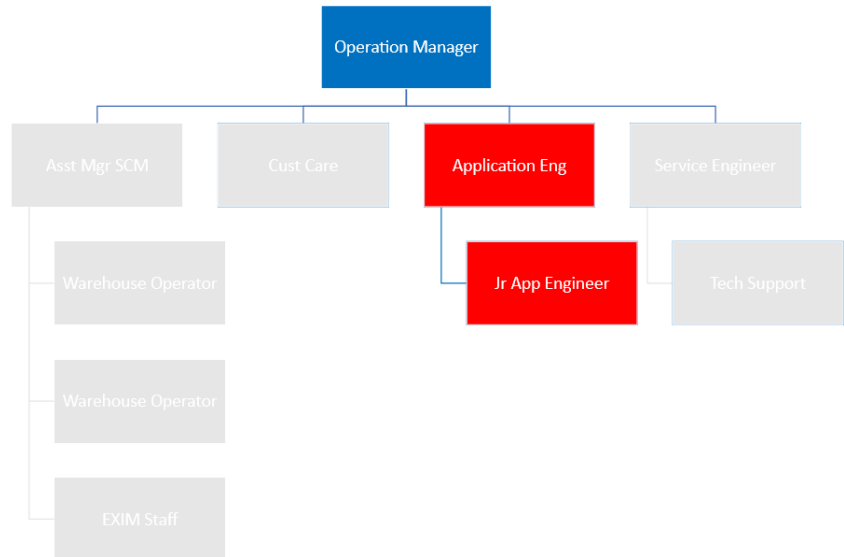


## Lampiran 12. Customer Care Application Engineer Job Description

**Job Family:** Operations  
**Job Cluster:** Customer Care  
**Job Role:** Application Engineer

### Organization Chart:



- Purpose of Job:**
- Business in all its aspects must be carried out by respecting the AVK Fusion Indonesia Code of Conduct. You need to ensure that our partners respect the Code of Conduct principles.
  - This role manages the flow of communication for each home owner throughout the build process and keeps a full hands on approach during the pre-order stage until delivery and responsible for maintaining accurate service records to ensure timely and appropriate customer service delivery and customer satisfaction.

- Key Activities:**
- Comply with all applicable HSE laws and regulations, and apply our standards where laws and regulations do not exist or are considered insufficient.
  - Identify and assess health and safety hazards and eliminate or, if not possible, reduce risks to as low as reasonably practicable to prevent incidents.
  - General and Administrative
    - ◇ Handle incoming calls within the defined Service Level Agreement (Type of calls depends on phone routing)
    - ◇ Identify Account
    - ◇ Through a line of questions quickly identify the customer needs, gather required information and formalise the request within the NAV system
    - ◇ Ensure immediate action by solving the request, Create a RFQ for later follow up or assign more complex RFQ to Customer Care Coordinator
    - ◇ Manage the list of "My RFQs" in NAV and follow up on Quotations
    - ◇ Manage discounts, offers, special conditions including credit limits and pricing conditions within decided guidance.
  - Pre-sales
    - ◇ Ensuring information regarding the interlocutor at the meeting is known to ensure confidential information is contained
    - ◇ Provide Sales Quote to The Sales Team.
      - Identify product and give solutions for the right product to Sales Team
      - Provide the price (net price or gross price) of the offered product to Sales Team.

- Provide the lead time of product that offered to customer to the Sales Team
- Coordinate with factory to support the offer consist of : Product Specification, lead time, and price.
- ✧ Do Inspection on Site to Support Identification of Offered/Purchased Product
- After-Sales
  - ✧ Supervise the installation of items that have been supplied on site
  - ✧ Do commissioning test & site acceptance test, to ensure that the goods offered supplied can be operated normally according to specifications.
  - ✧ Make a report on the overall test (SAT) result which also contain supporting technical documents of the items that have been supplied
- Provide the information related the logistic to Operation Manager.
- Will decide if a RFQ is complex enough to be dispatched to Customer Care Coordinator
- Ensure immediate action by solving the request, Create a RFQ for later follow up or assign more complex RFQ to Customer Care Coordinator
- Provide the information needed to assist sales to manage discounts within decided guidelines
- Ensure pre-sales activities (project, product, pricing, etc) are documented to assist sales team in dealing with customers

**Critical knowledge and experience:**

- Experience in NAV or other major ERP is an advantage.
- Familiar with MS office application
- Honest and excellent integrity
- Excellent customer handling for minimum 5 years

**Collaboration Partner**

Internal :

- Sales,
- Finance

External :

- Production company
- Dealer/Distributors
- Consultant

**Preferred Education:**

- Bachelor's degree from reputable university

**Competencies and Behavior:**

- 2.1. Working with people
- 4.2. Applying expertise and technology
- 4.3. Analysing
- 5.1. Learning and Researching
- 6.2. Delivering results and meeting customer expectations
- 7.2. Coping with pressures and setbacks

**Skills:**

- English

**Specific Objectives:**

- Delivery Reliability : 80%
- Order Confirmation 10% outstanding order (daily) : 10%
- Actual Customer Lead Time : 14
- Delay Reason Customer Related : 1%
- Master Data Reliability : 80%