



<http://www.reizt.com/job/it-sales-assistant-mandarin-speaking-only/>

## IT Sales Assistant (Mandarin Speaking ONLY)

### Description

Our client, an IT service company is seeking applications from energetic, highly motivated individuals to become part of our team. The company is a successful, fast-paced and dynamic organization, with a positive, team-oriented work environment.

### Responsibilities

- Strengthen and retain Mandarin-speaking customer through online sales support
- Maintain regular contact with larger customers, promote an excellent standard of service and a high level of customer satisfaction
- Offers product and service sales opportunities to existing users
- Promote and manage web content and online community properties
- Help resolve in-bound customer problems and issues, escalating to management as necessary
- Track, record and prioritize sales support issues based on urgency and impact and work with Management as necessary to expedite resolution of important customer impacting issues
- Capture customer comments and feedback regarding market trends and pricing
- Measure and report on the effectiveness of social media programs
- Responsible for data statistics and analysis
- Regularly provide insights (including emerging trends) gained from the platform to the Manager to develop timely strategies

### Qualifications

- Strengthen and retain Mandarin-speaking customer through online sales support
- Minimum 3 years of experience of extensive usage of social media platforms
- Some knowledge of the online community and IT project best practices are a plus
- Experience working with similar enterprise publishing tools that include content management systems, email marketing, forums and communities
- Proficient in Excel, able to generate various reporting by Excel
- Works well, both independently and as part of a team, while thriving in an environment that requires the ability to effectively prioritize and juggle concurrent projects
- Exceptional interpersonal and communication skills
- Exercise flexibility, initiative, good judgment and discretion
- Good communication skills in both English and Chinese

### Job Benefits

Salary: \$35,000- \$42,000+ /year

### Hiring organization

Reizt

### Employment Type

Full-time

### Job Location

Richmond Hill, Ontario

### Base Salary

\$ 35000 - \$ 42000

### Date posted

July 21, 2020

