

# POSITION DESCRIPTION

## ARMOUR & EXPORT CUSTOMER SERVICE CO-ORDINATOR

### OUR VALUES



### ABOUT THE ROLE

The Armour category is a technical product with exacting customer requirements. The Armour Customer Service Coordinator is responsible for enabling our customers to place orders and to provide timely two-way communication and prioritisation between the customer and operations throughout the order fulfilment phase. As the voice of the customer, they are working with the sales team to drive exceptional customer experiences and customer growth.

### KEY RESPONSIBILITIES

#### Armour & Export Duties

- Preliminary cost and pricing estimation for export/armour sales enquiries as directed by Sales Manager.
- Timely and accurate processing and shipping of customer orders by working closely with production planning, internal warehousing as well as freight providers and subcontractors to optimise delivery of products to customers.
- Plan customers' shipping requirements based on demand, inventory and shipping parameters and liaise with other departments and external parties to meet deadlines.
- Preparation of export documentation (including licences for armour products) in accordance with customer requirements.
- Regularly review and implement documentary changes for customers in accordance with customs, government, regulatory requirements.
- Ensure terms of trade, sale and pricing are adhered to for shipping and invoicing.
- Preparation of documentation for international finance payments as required.
- Prepare load plans/dispatch memos for transportation.
- Capture shipment data – invoices/shipments assigned to customer in Export Sales spreadsheet to assist accounts team.
- Collaborate with Logistics providers and Operational teams to ensure smooth handling of cargo through to final delivery.
- Collaborate with our international team members and third-party agents to ensure efficiency, excellent customer service and creative problem resolution.

# THE FINER DETAILS

## ARMOUR & EXPORT CUSTOMER SERVICE CO-ORDINATOR

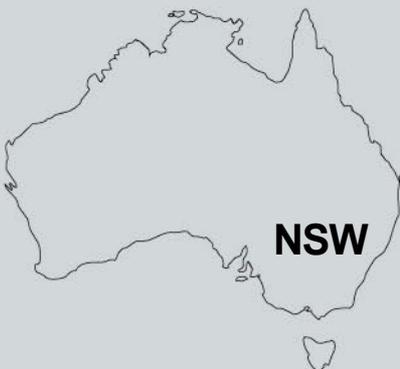
### ROLE TYPE

FULLTIME

### REPORTS TO

CUSTOMER SERVICE LEADER

### ROLE LOCATION



- Provide inputs to the weekly Armour orders at hand meeting – follow up all stakeholders on actions from this meeting.
- Build strong and sustainable relationships with customers, responding timely and following up on issue resolution. Providing them with reporting and documentation support.
- Apply industry knowledge and critical thinking to adapt processes and to create solutions in response to challenges both internally and externally.

#### Account Management Duties

- Quoting customers from approved price lists.
- Answer customer queries via phone and email efficiently and professionally and take ownership of enquiries about deliveries or invoicing.
- Update customers on status of current orders and proactively handle urgent customer orders.
- Proactive interaction with overseas office agents to ensure bookings are placed and shipment arranged.
- Creating Proforma invoices and managing status of financial accounts so customer is confined to their credit limit.
- Provide stock availability / if OOS be innovative and offer similar product.
- Ensuring credit limits are monitored and capacity within these are managed with the customer, initiating early warning recommendations to change these as required with finance.

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### ABOUT THE PERSON

This role will suit a leader with well-developed communication skills who is fact and process driven. Passionate about driving exceptional customer experiences, the Armour Customer Service Co-ordinator is a proud Bisalloy advocate who is driven by making a difference. Ideally, this person will have very well-developed customer service skills, strong organisational ability and is highly solutions driven.

### QUALIFICATIONS

- 5 years' experience in customer service and export logistics/operations for a manufactured product.

### KNOWLEDGE AND SKILLS

- Strong verbal and written communication skills.
- Organisation skills.
- Conflict resolution skills.
- Problem-solving skills.
- Bisalloy product knowledge.
- Financial literacy.

