

## **Customer Care Specialist**

### **About Freeset:**

Freeset (Triplene Software Pvt Ltd) exists to provide dignified employment in a healing work community, for women wanting to break free from the sex trade. Freeset recognizes that many women working in the sex trade did not choose such a life but are victims of trafficking or poverty. Hence Freeset begins with the paradigm of 'choice' – offering an alternative form of employment where these women can experience dignity and begin a journey towards healing and wholeness.

Although Freeset is a business, all profits are retained and used exclusively for the benefit of the women (health care, childcare, debt intervention, vocational training etc) and to grow the business so more women in the future will have the opportunity to choose freedom.

Over the past 7 years Freeset has established a model which offers a sustainable and integrated response to the economic and social needs of women seeking to break free from the sex trade. Freeset responds to the economic needs of these women by offering long term employment (including vocational training) as well initial debt and housing intervention. Secondly, Freeset is strongly committed to community. At Freeset, a woman experiences acceptance as well as respect and participation in a caring community which walks with her in a shared journey of healing and hope.

Today about 150 women employed at Freeset manufacture quality jute bags and organic cotton T-shirts for the export conference and business to business markets, but Freeset's core business is freedom! Freeset is located on the edge of Sonagacchi (Kolkata), one of the largest 'Red Light' districts in India. A central part of Freeset's strategy is to locate itself within the community in which it seeks to have a transformational impact.

For more information see our website: [www.freesetglobal.com](http://www.freesetglobal.com)

## **CUSTOMER CARE JOB DESCRIPTION**

### **1. PROCESS CUSTOMER ENQUIRIES**

- a. Direct all artwork enquiries to 'graphic design'.
- b. Direct all new product enquiries to 'product development'.
- c. Source information in response to customer enquiry and provide written response within 2 working days.

Key tools:

- i. Standard product list
- ii. Options check list
- iii. Current stock list

## 2. PRODUCT PRICING

- a. For standard stock lines provide prices on request from price list (distributors should have own price list and capacity to estimate prices).
- b. Provide customer / distributor with prices on printings provided by 'graphic design'.
- c. For custom product, provide pricing based on costing spreadsheets.

Key tools:

- i. Standard 2009 price list, standard product list and specification. (same as distributors)
- ii. Costing spreadsheets - for each model, add ins, material alternatives (ie cheaper jute, cotton canvas etc)

## 3. PROCESSING OF PURCHASE ORDER AND PROFORMA INVOICE RESPONSE

Once Purchase order (PO) is received from customer;

1. Confirm details with production scheduler and set the dispatch date (ex works).
2. Where possible if customer has existing orders in the system – see if it is possible to combine orders to save shipping / handling costs.
3. Confirm payment terms with finance and admin (check debtor situation)
4. Confirm pricing with line manager.
5. Generate new invoice number in invoice list and send proforma invoice confirming details of the order - pricing, payment terms, dispatch date (ex works), additional charges, estimated freight cost (if required).
6. Follow through within 48 hours if no confirmation of acceptance of PI.
7. File PO and PI (anything else) in pink production current file.
8. When PI is confirmed, notify finance and admin, so that they can ensure all payment terms (deposit, etc) are complied with.
9. When finance and admin confirm receipt of payment – confirm with production and ensure new order is inserted into the production schedule – ie obtain revised production schedule from production and check details are correct.
10. Monitor dispatch date against production and notify customer when goods are ready to be dispatched – standard notice.

Tools: Invoice list, proforma invoice, terms and conditions.

**4. PRODUCTION SCHEDULING**

- a. Ensure all production is on target – schedule production from ship (ie set target ship and departure date).
- b. Co-ordinate production - set priorities and control activities of cutting / printing / sewing to meet scheduled targets.

**5. SALES MONITORING AND ANALYSIS**

- a. Provide monthly, 6 monthly and 12 monthly sales reports, with detailed records. Start to use Invoice numbers, bag number bag/colour/design/customisation).

**Standard conditions of employment:**

ESI, Provident fund, 23 – 25 days annual leave (depending on whether public holidays fall on a Sunday). Work hours are 10am – 7pm (with 1 hour for lunch) Monday to Friday and half day Saturday (Usually 10am – 2pm).

Remuneration: - negotiable and commensurate with experience and skills.

To apply, please send your resume (CV) to: [hr@freesetglobal.com](mailto:hr@freesetglobal.com)