

KOLIN PHILIPPINES INTERNATIONAL, INC.

JOB DESCRIPTION	
Position Title	: Senior Customer Satisfaction Specialist

1. Basic Function

1.1 Provide immediate response to ensure customer retention and increase the Customer Satisfaction Rate of the company thru Social Media platform and Google site.

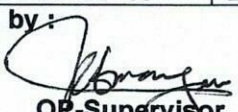

2. Reports To: OP- Supervisor

3. Duties and Responsibilities

- 3.1. Daily monitor and answer direct messages from Social Media Pages and Google concerning General Inquiries, Parts inquiries, ASP Applicant, and Job applicant.
- 3.2. Monitor the number of respondents and ensure that the acceptable number of respondents for the month is met. Monitoring means, Daily review the Customer Feedback output Calendar.
- 3.3. Monitor and ensure the attainment of at least 60% of the total number of customer tagged as completed job has been invited for survey.
- 3.4. Timely update the Data Index for Customer Satisfaction and Prepare Performance Report for the Customer Satisfaction Survey Result and submit it every 25th of the month.
- 3.5. Submit Monthly transaction report for parts inquiries, ASP Applicant, and Job applicant every 1st Monday of the month.
- 3.6. Send a copy of Monthly ASP Applicant Report to PCO Supervisor every after the securing the review of OP-Supervisor.
- 3.7. Send a copy of Monthly Job Applicant Transaction Report to HR Supervisor and HR Recruitment head Section every after the securing the review of OP-Supervisor.
- 3.8. Send a copy of Monthly Parts Inquiry Transaction Report to Service Manager every after the securing the review of OP-Supervisor.
- 3.9. Submit Monthly Summary of Social Media Reports every 1st Monday of the month.
- 3.10. Submit Monthly Performance Report for Acceptable number of Respondent every 25th of the month. Submit CAR for the unmet target.
- 3.11. Review and notation of CSAT ratings in the Monthly ASP Performance Evaluation Report.
- 3.12. Other task that may be assigned by immediate superior.

4. Qualification Requirement

- 4.1. Education: Bachelor's degree in communication or degree in business.
- 4.2. Experience: 1 year of experience in a Customer Service/Administrative role in a business office environment.
- 4.3. Training: Customer relationship management training.

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Prepared by :  OP-Supervisor	Approved by :  Chief Executive Officer		

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DATE: 06/01/2025

KOLIN PHILIPPINES INTERNATIONAL, INC.

JOB DESCRIPTION	
Position Title	: Sr. Customer Complaint Specialist

1. Basic Function

1.1 Ensure customer retention and increase the Customer Satisfaction Rate of the company thru Social Media platform and Survey by addressing customer complaint both from Social Media Page and Tele-Survey.

2. Reports To: OP- Supervisor

3. Duties and Responsibilities

3.1. Responsible for the issuance and monitoring of Customer Complaint Endorsement Form for both from Telesurvey and Social Media Pages. Procedure for handling and monitoring the complaint refer to PM-OP-04.

3.2. Timely update the monitoring of complaint per criteria.

3.3. Issue Corrective Action Request (Please refer to PM-OP-04).

3.4. Responsible for the issuance and monitoring of Incident Report for Wrong Feedback, Incorrect Number/Wrong Number, Uncontrolled Job Report and Selling Parts to Unauthorized Service Center/Technician for both from Telesurvey and Social Media Pages.

3.5. Prepares Quarterly and Annual Evaluation Report for the result of Customer Satisfaction Feedback gathered from Tele-survey and Social Media Pages and submit it to OP-Supervisor for review. Once reviewed, forward the same to Service Manager for review and notation.

3.6. File maintenance of ASP docket.

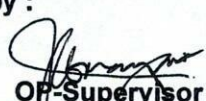
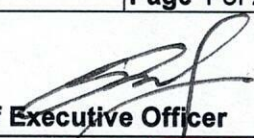
3.7. Submit Monthly Summary of Complaint.

3.8. Daily monitor and answer all comments concerning Kolin products and services from the target Social Media Pages (redirecting potential client and existing Kolin users to our facebook page.) – (The brand advocate).

3.9. Record post and comments from the target Social Media Pages for the month and submit it to the OP-Supervisor for review.

3.10. Monitor and respond to all comments on TikTok posts and direct messages;

3.11. Other task that may be assigned by immediate superior.

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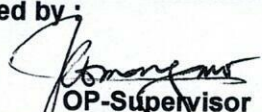

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KOLIN PHILIPPINES INTERNATIONAL, INC.

JOB DESCRIPTION	
Position Title	: Sr. Customer Complaint Specialist

4. Qualification Requirement

- 4.1. Education : Bachelor's degree in communication or degree in business.
- 4.2. Experience: 1 year of experience in a Customer Service/Administrative role in a business office environment.
- 4.3. Training: Customer relationship management training or any equivalent training.

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DATE: 06/01/2025

KOLIN PHILIPPINES INTERNATIONAL, INC.

JOB DESCRIPTION

Position : Social Media Assistant

1. Basic Function

- 1.1 In charge of managing all different types of customers' inquiries to company's Social Media Page
- 1.2 Other tasks that may be assigned by immediate superior.

2. Reports to: OP-Supervisor

3. Duties and Responsibilities

- 3.1 Daily monitor and answer all comments and direct messages;
- 3.2 Forward to Process Center all the requests and complaints received from comments and direct messages;
- 3.3 Ensure that all requests and complaints forwarded to process center are monitored and provide updates to the customer as necessary;
- 3.4 Conduct customer feedback for all the successful relayed service request;
- 3.5 Consolidate all the comments and direct message received to come up with the Monthly report and Submit report to the superior every first Monday of the Month;
- 3.6 Other tasks that maybe assigned by the immediate superior.

4. Qualification Requirement

- 4.1 Education : Bachelor degree in communication or degree in business
- 4.2 Experience : 1 year of experience in a Customer Service/Administrative role in a business office environment.
- 4.3 Training : Proficient in the English language with positive attitude, Strong attention to detail and customer oriented.

Ref. Code : JD-OP-13	Date : 07/01/2024	Rev. No: 02	Page 1 of 1
Prepared by : <i>[Signature]</i> OP-Supervisor		Approved by : <i>[Signature]</i> Chief Executive Officer	

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DATE: 12/13/2024

KOLIN PHILIPPINES INTERNATIONAL, INC.

JOB DESCRIPTION

Position Title : Customer Feedback Assistant - For Relay

1. Basic Function :

1.1 Conduct Customer Satisfaction and Net Promoter Score Survey for all customers relayed for service by In-house, Preferred ASP and Regular ASP Nationwide.

2. Reports to: OP-Supervisor

3. Duties and Responsibilities:

3.1. Invite customer for Customer Satisfaction and Net Promoter Survey. (Refer to PM-OP-04)
Target number of Customers to be invited: At least 60% of the total number of customers for the month.

3.2. Attain the acceptable number of respondents for the month using the formula given below.

$$n = \frac{\frac{Z^2 \times P(1-P)}{e^2}}{1 + \frac{Z^2 \times P(1-P)}{e^2 N}}$$

Where,

n= Sample Size

Z= Z-score (Confidence Level: 95% = 1.96)

e= Margin of Error which is set to 3% or 0.03

P= Standard Deviation/Population Proportion which is set to be 50%

N= Total Population

3.3. Accept and relay thru email all service request received thru assigned corporate line. For any customer concerns/complaint coordinate or relay to Sr. CCS. (Refer to PM-OP-04)

3.4. Submit Daily Transaction Report/Accomplishment Report

3.5. Submit Monthly Customer Satisfaction Assessment Report/Survey Result. (Every 5th of the month.

a. Summary of Survey Result (SSRV)

b. Survey Matrix

3.6. Other task:

a. ASC Monthly Performance Evaluation (Performance Evaluation coming from Service Department)

b. Follow up relay jobs with blank "Repair done"

3.7. Renders overtime as directed by immediate superior or as deemed necessary.

3.8. Daily update the Customer Feedback output Calendar. Update means to daily record the number of respondents and No Response.



3.9 Performs other related duties and responsibilities as required.

4. Qualification Requirement

4.1. **Education** : A graduate of any 4 year course

4.2. **Experience** : Preferably with 1 year working experience in service operations with background on operation analysis

4.3. **Training** : Customer Relationship Management Training

Ref. Code : JD-OP-03	Date : 9/01/2024	Rev. No: 07	Page No: 1 of 1
Prepared by:  OP-Supervisor		Approved by:  Chief Executive Officer	

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KOLIN PHILIPPINES INTERNATIONAL, INC.

JOB DESCRIPTION	
Position Title	: Customer Feedback Assistant - For Direct Call

1. Basic Function :

1.1 Conduct Customer Satisfaction and Net Promoter Score Survey for all customers serviced by Preferred ASP and Direct to ASP Nationwide.

2. Reports to: OP-Supervisor

3. Duties and Responsibilities:

3.1. Invite customer for Customer Satisfaction and Net Promoter Survey. (See PM-OP-04)

Target number of Customers to be invited: At least 60% of the total number of customers for the month.

3.2. Attain the acceptable number of respondents for the month using the formula given below.

$$n = \frac{\frac{Z^2 \times P (1-P)}{e^2}}{1 + \frac{Z^2 \times P (1-P)}{e^2 N}}$$

Where,

n= Sample Size

Z= Z-score (Confidence Level: 95% = 1.96)

e= Margin of Error which is set to 3% or 0.03

P= Standard Deviation/Population Proportion which is set to be 50%

N= Total Population

3.3. Accept and relay thru email all service request received thru assigned corporate line. For any customer concerns/complaint coordinate or relay to Sr. CCS.

3.4. Submit Daily Transaction Report/Accomplishment Report

3.5. Submit Monthly Customer Satisfaction Assessment Report/Survey Result. (Every 5th of the month.

a. Summary of Survey Result (SSRV)

b. Survey Matrix

3.6. Other task:

a. ASC Monthly Performance Evaluation (Performance Evaluation coming from Service Department)

b. Follow up relay jobs with blank "Repair done"

3.7. Renders overtime as directed by immediate superior or as deemed necessary.

3.8. Daily update the Customer Feedback output Calendar. Update means to daily record the number of respondents and No Response.



3.9. Performs other related duties and responsibilities as required.

4. Qualification Requirement

4.1. **Education** : A graduate of any 4 year course

4.2. **Experience** : Preferably with 1 year working experience in service operations with background on operation analysis

4.3. **Training** : Customer Relationship Management.

Ref. Code : JD-OP-06	Date : 9/01/2024	Rev. No: 06	Page No: 1 of 1
Prepared by:  OP Supervisor		Approved by:  Chief Executive Officer	

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