

Job Title: Customer Service Officer

Job Description:

1. Ledger Matching

- Assist in performing regular reconciliation of accounts and ensure that all entries are correctly posted and matched against corresponding payments or receipts. Identify and resolve any discrepancies in the ledgers.

2. Staff & Third Party Payments

- Assist in managing the timely processing of payments for staff, including salaries, advances, and reimbursements. Handle payments to third-party vendors, ensuring accuracy and adherence to payment terms.

3. TDS & GST Calculation

- Calculate and manage statutory deductions, such as Tax Deducted at Source (TDS) and Goods and Services Tax (GST). Ensure timely filing and payment of tax liabilities in compliance with government regulations.

4. Travel Claims (OJT & Tour Claims)

- Process and verify travel claims for staff, including On-the-Job Training (OJT) and official tours. Ensure claims are in line with company policies and provide necessary reimbursements.

5. Preparing Office Notes

- Draft and prepare formal office notes for internal communication, approvals, or official purposes. This may involve coordination with various departments to gather required information.

6. Issuing ID & Visiting Cards to Staff

- Oversee the creation and issuance of identity (ID) cards and visiting cards for staff members, ensuring timely distribution and proper documentation.

7. Third Party Inwards

- Manage the receipt and processing of goods and services from third-party vendors. Ensure proper documentation, verification, and coordination with relevant departments for inward materials.

8. Undertake any other tasks assigned by the supervisor across departments