



22 Sin Ming Lane
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Singapore 573969
T: 6714 6614
www.lumens.sg
UEN:201426961K

JOB DESCRIPTION

Customer Advisory Associate

About Us

Founded in 2014, Lumens Group is leading the transformation of the mobility industry in Singapore. We have successfully built one of Singapore's largest car fleets and expanded our offerings to personal and corporate leasing, purchasing and financing. As we enter a new phase, we're building an integrated ecosystem for merchants and consumers, driven by advanced technology and a mission to enrich everyday life.

Now, we're on the lookout for a meticulous and proactive **Customer Advisory Associate** to join us in Singapore.

Your Role on Our Journey

As a Customer Advisory Associate, you will play a critical role in driving new sales within the PHV leasing space. Your main mission? To actively prospect and engage with potential customers, build strong relationships, understand their specific needs, and craft customized solutions that elevate their mobility experience. From lead generation to closing deals and ensuring a seamless handover, you will be a key player in driving revenue and building a strong PHV customer base.

Your Day-to-Day Adventures

- Research and identify new prospects and sales opportunities within the PHV leasing market.
- Proactively generate leads using creative outreach methods, direct outdoor channels, and strategic follow-ups, including setting appointments.
- Connect with potential and existing customers through phone calls, emails, and face-to-face meetings to present our tailored offerings.
- Drive the entire sales process from initial contact and needs assessment through to negotiation and closing deals, ensuring a smooth transition to after-sales service.
- Understand and respond to customer needs with relevant, value-driven solutions.
- Build long-lasting and trusting relationships with customers, enhancing loyalty and satisfaction.
- Consistently achieve and surpass daily, weekly, and monthly sales targets.
- Collaborate with internal teams to deliver effective service and drive overall customer satisfaction.
- Participate actively in sales meetings and contribute insights, while staying informed on the competitive landscape and industry trends through regular market research.



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What Makes You a Perfect Fit

- Fresh graduates from Malaysia, are encouraged to apply.
- Prior experience in a sales role, preferably in a fast-paced and customer-focused environment will be an advantage.
- Self-motivated with a creative mindset and a drive to think outside the box.
- Passionate about sales with a proven ability to achieve and exceed targets.
- A collaborative team player who thrives in dynamic, cross-functional environments.

Why Join Lumens?

- Opportunity to build a rewarding professional career in Singapore.
- Structured training and mentorship provided.
- Opportunities to develop skills in customer engagement, sales, and account management.
- Career progression opportunities within a growing organization.
- Young, collaborative, and supportive work environment.
- Attractive performance incentives and rewards.
- Relocation assistance and work pass sponsorship, subjected to eligibility.

Ready to Drive the Extra Mile?

Send your resume that showcases your unique spark to rei.hau@lumens.sg today! If your journey aligns with ours, we'll get in touch soon!