Halma
safer • cleaner • healthier



Join a high-performing group with a purpose: to grow a safer, cleaner, healthier future for everyone, every day.

We are hiring for **Specialist - Customer Service** in **Halma Company Ocean Optics**

Location	Business Unit	Report to
Bengaluru	Environmental & Analysis	Sr. Global Customer Service Manager

About us

Halma is a global group of life-saving technologies companies, driven by a clear purpose. We are an FTSE 100 company with headquarters in the UK and operations in 23 countries, including regional hubs in India, China, Brazil, and the US

Our diverse group of nearly 50 global companies specialise in market leading technologies that push the boundaries of science and technology.

For over 50 years, the combination of our purpose, strategy, people, DNA and sustainable business model has resulted in **record long-term growth in revenues and profits and an increase in dividend by ≥ 5% every year**– an achievement unrivalled by any company listed on the London Stock Exchange.

Halma India fulfils the potential of the region by harnessing the diverse talents, expertise, infrastructure, and operational

We have a team of over 250 professionals representing commercial, digital and support functions across our seven offices in India, two in Bengaluru and one each in Delhi, Mumbai, Thanjavur, Vadodara, and Ahmedabad.

Halma India is a Great Place to Work® certified organisation, recognised for 3 consecutive years.

Here's why working with us is fulfilling:

We offer a safe and respectful workplace, where everyone can be who they 'REALLY' are, feel free to bring their whole selves to work and use their unique talents, knowledge, expertise, experiences, & backgrounds to create meaningful outcomes.

We nurture entrepreneurial spirits and empower them to think beyond the possibilities, to discover, shape and build their own unique stories. Our diverse businesses and operations provide fulfilling opportunities to grow as individuals and make an impact.

We are simple, humble and approachable, and we believe in leadership at all levels to bring our purpose to life. Everyone at Halma India makes an impact, and so do you when you join us!

Halma India is an equal opportunity employer, which means the base of our recruitment decisions is always on skills, competencies, attitudes, and values. We are committed to hiring from diverse backgrounds without regard to age, ethnicity, religion, marital status, disability status, sex, gender identity, or sexual orientation.

Great Place To Work. Certified DEC 2025-DEC 2026 INDIA

BRITAIN'S MOST ADMIRED COMPANIES 2025 SECTOR WINNER ENGINEERING & MACHINERY

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Detailed job description

About Halma company Ocean Optics	Ocean Optics pioneered miniature spectrometers and deliver spectral solutions to researchers, OEMs, and industrial customers, also designs and builds industrial-grade photonics systems for material inspection, chemical identification, and quality assurance. At Ocean We Measure What Matters, and our Mission is to design precise photonics systems to solve customer measurement challenges to make the world safer, cleaner, and healthier. We have discovered, refined, and delivered new approaches to solving problems with spectroscopy and imaging technologies. Backed by deep experience, we are working within applications including biomedical, semiconductors, research & science, industrial, environmental, food & agriculture, and safety & security. Ocean Optics - www.oceanoptics.com
Position Objective (The purpose of role in current business/market scenario)	To working directly with customers, sales, engineering, and operations to support a smooth customer experience from inquiry through delivery. You will partner with customers to understand their needs, book customer orders, coordinate order scheduling, and support service offerings like repairs and calibration. You will also work closely with the internal team to continuously improve the customer experience.
Responsibilities (KRAs / deliverables / job expectations)	• Book customer orders accurately and support the full order process from entry through delivery. • Act as a key customer contact and ensure timely, professional communication. • Coordinate with Sales, Operations, Finance, Production, Shipping, and the global Customer Service team to support customer needs. • Support service-related customer requests, including repairs, calibrations, and follow-up communication. • Build strong relationships with customers and internal stakeholders • Work closely with the team to improve processes and deliver a better customer experience. • Maintain accurate customer and order information in the relevant systems.
Critical Success factors (critical / high impact aspects of role)	• Self-starter with a track record of exceptional performance and goal achievement. • Strong interpersonal and collaboration skills, with a genuine love for customer interaction and working with people. • Enjoys working in a global team environment and collaborating with colleagues and customers across different cultures.
Academic qualification	• Any Bachelor's degree or higher preferred.

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Experience (exposure)	• 2+ years of experience managing customer orders, order processing, and customer interactions with a proven track record of success • Experience with Hubspot, Office 365, and D365
Key attributes (critical functional competencies)	• Ability to deal with ambiguity • Navigate uncertain situations • Drive for clarity • Strong bias for action • A high sense of urgency • Ability to drive results
Competencies (fundamental skills and attitudes)	• Excellent skills in planning • Good communication • Analytical capabilities • Attention to detail

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