



PR/116132 | Customer Services Specialist

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1504341

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

November 19th, 2024 10:49

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Job responsibilities:

- Assist to perform the best practice of customer service to internal and external customers and distribute process of improvement
- Supervise team members while ensuring that every task is done correctly and effectively and make sure that all aspects of customer service are established well
- Manage, response, and receive customer orders via email, telephone, online, and assuring timely order processing
- Assist customers in placing product, equipment, and parts orders by providing information including features, pricing, availability, shipping schedules, special promotions, and prepare quotation
- Prepare reports of customer service team, and serve as the customer service supervisor when their superior is not around

Qualifications:

- Bachelor's degree in business administration, management, finance, or related field preferred
- Proficient computer skills, including Microsoft Office (Word, PowerPoint, Outlook, and Excel)
- Effective verbal and written communication skills in English
- Ability to be highly organized with an attention to detail
- Ability to multi-task and meet deadlines with self-motivation and proactivity
- SAP and related ERP is preferred.

Company Description