



## PR/158362 | Customer Service Executive (Electronic)

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1511011

**Industry**

Civil Engineering and Construction

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

December 17th, 2024 11:22

### 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

- Achieve a high level of customer service.
- Meet the monthly sales plan fulfillment as defined by management.
- Meet departmental benchmarks, including high gross profit, optimal stock turnover, and minimizing payment delays from customers.
- Generate quotations, RFQs, and web quotes.
- Process order entries, delivery notes, invoices, and credit notes.
- Handle rescheduling requests in accordance with company guidelines.

- Address customer complaints, including RMAs, delivery issues, and claims.
- Manage all customer-requested forms, agreements, and contracts.
- Ensure smooth and successful fulfillment of samples, catalogs, and marketing materials.
- Regularly generate benchmark and complaint reports.
- Participate in joint customer visits with the account owner as needed.
- Actively contribute to department meetings, including taking meeting minutes.
- Participate in company-organized stocktaking activities.
- Answer phone calls within the stipulated time frame.
- Perform any ad-hoc tasks as assigned.

#### JOB REQUIREMENTS

- Minimum with Diploma in Business Administration with at least 2 - 3 years experiences in Electronic Industry preferred.
- Fluent and proficient in English both Writing & Speaking for day to day operations
- Possess good customer service skills
- Material planning or related experience will be an advantage.
- Ability to work independently with persuasive, dynamic personality
- Motivated telephone marketing experience essential.

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Company Description