



PR/158362 | Customer Service Executive (Electronic)

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1512439

Industry

Civil Engineering and Construction

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

January 8th, 2025 12:01

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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#StateKL

Company Description