



## PR/158383 | Senior Customer Service Expert

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1512457

**Industry**

Other (Manufacturing)

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

March 5th, 2025 07:00

### 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 customers with sales inquiries, providing timely and appropriate solutions or alternatives.
- Assist in prepare quotations, process purchase orders, and handle customer claims related to shipment delays, defective items, or pricing errors.
- Address product or service issues by clarifying customer complaints, identifying the cause, and offering optimal solutions. Ensure follow-up for complete resolution.
- Correct part number errors, request lead time changes from suppliers, and coordinate with Sales, Shipping, and Account Teams on order statuses and accounts receivable matters.
- Prepare Requests for Quotations (RFQs) and generate Purchase Orders (POs) for suppliers. Monitor inventory allocation and check lead-time status.
- Communicate delays and delivery changes both internally and externally. Expedite deliveries from suppliers and

update systems as needed.

- Troubleshoot and resolve operational issues while implementing preventive measures to ensure smooth daily operations.
- Participate in Customer Service projects and provide training and guidance to team members and new hires.
- Cover operational duties during staff shortages due to unforeseen circumstances.
- Ensure data accuracy for KPI reporting and review workflows for improvements.

#### **JOB REQUIREMENTS**

- Diploma or higher level of education
- Minimum 3 years of relevant working experience, with the ability to handle multiple tasks and provide effective solutions to customer and operational issues
- Proficient in MS Office and Outlook
- Comfortable working in a high-volume and fast-paced environment.
- Ability to multitask, prioritize effectively, and manage an average of 50 quotations/sales orders per day (with 20 line items per order)
- Willingness to work on rotational Saturday (half day) and occasional Public holiday

#### **BENEFITS**

- Attractive employee benefits
- Allowances provided
- Training provided

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Company Description