



## PR/116378 | Senior Customer Services Specialist

### Job Information

**Recruiter**

JAC Recruitment Thailand

**Job ID**

1513416

**Industry**

Other (Manufacturing)

**Job Type**

Permanent Full-time

**Location**

Thailand

**Salary**

Negotiable, based on experience

**Refreshed**

January 21st, 2025 16:00

### 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

#### Senior Customer Support Specialist (80-100K)

**Location: Chonburi**
**Job Responsibilities:**

- Ensure timely fulfillment of orders and track delivery schedules to meet customer expectations.
- Monitor customer demand trends, identify abnormal fluctuations, and develop material preparation strategies accordingly.
- Manage and control inventory at overseas hubs to optimize inventory levels and minimize costs.
- Monitor and maintain inventory at reasonable levels. Proactively negotiate with customers to manage aging inventory.
- Safely and promptly collect payments from customers.

- Investigate root causes of returns, determine liability, and ensure minimal impact on customers.
- Manage excess and obsolete inventory, and process claims with liable parties.
- Understand customer requirements and standards, address customer complaints promptly, and continuously enhance customer satisfaction.

**Qualification:**

- More than 3 years of supply chain management experience, familiar with electronic manufacturing.
- Bachelor's degree or above in Business Administration or related field
- Proficient in English listening, speaking, reading and writing
- Proficient in MS office (Excel, PPT).
- Familiar with SAP operating system is preferred.

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Company Description