



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

December 24th, 2024 12:22

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

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.

Company Description