



PR/158510 | Customer Experience & Delivery Senior Executive / Manager (Fashion Retail MNC)

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1521529

Industry

Retail

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

February 11th, 2025 10:31

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

We are looking for an experienced Customer Experience/Order Management candidate who is experienced with the retail fashion or similar industry for a leading MNC.

Job Requirements:

- Management of the customer experience, from receipt of order through to delivery
- Overall responsibility for planning & reporting accuracy, identifying problems and working with the team to resolve issues in timely manner
- Responsible for working with the fulfilment teams in stores and warehouse to streamline the logistics and meet fulfilment KPIs
- Review Onestock BI reports and make recommendations on fulfilment algorithm to improve delivery timeframes
- Responsible for identifying potential gaps/areas that require improvement within the customer journey, and providing solutions with a call to action

- Report and measure appropriate key performance measures for operations. Ensure that these are delivered to relevant internal and external stakeholders
- Manage Customer focused incidents through to completion that affect single or multiple orders
- Escalate customer issues to relevant stakeholders
- Collaborate with the Customer Service Manager to develop training programs for the customer service team to ensure a consistent and exceptional customer experience
- Keep informed across industry best practices and emerging trends in customer experience
- Ensure website content relating to fulfilment and customer service is up to date
- Champion customers experience related projects for Southeast Asia

Job Requirements:

- Minimum 2 years' experience in a Customer Experience position/ order management within retail or like industry
- Previous experience working within the E-Commerce/Multi-Channel retail industry is advantageous
- Previous experience in either Warehouse Operations, Retail or Customer Care is essential
- Previous experience managing, developing, and coaching a team
- Previous experience building strong relationships with key stakeholders
- Full and demonstrated knowledge of Microsoft Office
- Excellent written and verbal communication skills
- Ability to adapt communication style to any given situation

Company Description