



PR/158543 | Customer Support Executive, Japanese Speaker

Job Information

Recruiter
[JAC Recruitment Malaysia](#)
Job ID

1521552

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

February 11th, 2025 10:32

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

Company and Job Overview

A well established Japanese based specializes in providing advanced vacuum equipment and components used in various industries such as semiconductors, electronic devices, automotive parts, refrigeration, and industrial parts is seeking a Japanese Speaking Customer Support Admin Executive. The primary role of this position is to provide administrative support for the new Customer Support Center. This includes assisting the department in achieving its overall goals and objectives, managing daily operations, monitoring project and job progress, and advising management on the status.

Job Responsibilities:

- Handle sales inquiries, prepare quotations, and respond to RFQs to secure orders.
- Liaise with customers and suppliers locally and overseas, preparing and issuing sales and purchase documentation (Sales Order, Delivery Order, Proforma Invoice, etc.).
- Monitor order progress and coordinate shipment arrangements from start to finish, ensuring timely delivery.
- Maintain customer profiles, job files, and the ERP system, while following up on payments when required.
- Perform general administrative duties, support the engineering team, and assist with travel arrangements.
- Analyze customer support division results, provide forecasts, and report to superiors, while developing work instructions.
- Build and maintain business relationships, arrange appointments, and support the launch of the new Customer Support Center by establishing rules and managing engineers' schedules.

Job Requirements:

- Possess a degree in Business Administration, Sales, or a related field.
- At least 2 years of similar working experience in the related field.
- Proficiency in Japanese.
- Knowledge of Marketing, Engineering, or Logistics is an added advantage.
- Proficient in MS Excel and MS Word.
- Excellent interpersonal and communication skills.
- Independent, proactive, and capable of taking on new challenges.

Company Description