



PR/158545 | Assistant Customer Service Manager

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1521553

Industry

Electric Power, Gas, Water

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

Job Responsibilities

- Day to day customer order management
- Works with various team member from the manufacturing center to resolve all the complex/escalation issues related to the customer orders to ensure on time delivery of orders to support customer and meeting the company revenue
- Focal point for customer related escalations or operational issues
- Represent business unit team as the interface to work with internal and external team to ensure requirement are meet
- Proactive monitoring and reporting to the business unit on customer revenue performance and strive to meet the sales revenue goals.
- Continuously working on process improvement related to order management, inventory control & customer satisfaction strategies

Job Requirements

- Bachelor Degree in Business Administrator and / or Supply Chain
- At least 5 years' experience of working in the electrical and electronic manufacturing industry

- Excellent verbal and written communication skill in English
- Demonstrated ability to solve complex problems with scalable and repeatable results
- Knowledge, experience and practical use of Microsoft Excel and SAP
- Advance Microsoft Excel Skills - Pivot Tabel, Data Lookup / Indexing as added advantages
- Able to converse in Mandarin as need to liaise with customers and suppliers from China

Company Description