



PR/158567 | Customer Service Executive

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1521573

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 Information

A company from steel strap industry is currently looking for a customer service executive role based in Shah Alam area. You will be the first point of contact for customer inquiries, orders, product troubleshooting, and more. Your ability to provide efficient, accurate, and friendly service will directly contribute to the overall success of our customer experience.

Key Responsibility

- Serve as the primary contact for industrial clients, addressing inquiries and concerns via phone, email and live chat.
- Process customer orders and ensure timely delivery of products and services.
- Collaborate with the sales and technical teams to ensure customer needs are met and expectations are exceeded.

- Maintain accurate records of customer interactions, transactions, and feedback.
- Monitor inventory levels and work closely with the warehouse and supply chain teams to ensure product availability.
- Ensure customer satisfaction and build lasting relationships through exceptional service.

Key Requirement

- Diploma or equivalent required; bachelor's degree preferred.
- 1-3 years of experience in customer service, ideally in an industrial or B2B segment.
- Willingness to learn technical product details.
- Excellent communication in Mandarin and English
- Ability to multi-task, prioritize, and manage time effectively.
- Proficiency in Microsoft Office
- A positive, can-do attitude with a customer-first mentality.

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Company Description