



## PR/158362 | Customer Service Executive (Electronic)

### 募集職種

#### 人材紹介会社

ジェイエイシーリクルートメントマレーシア

#### 求人ID

1511011

#### 業種

土木

#### 雇用形態

正社員

#### 勤務地

マレーシア

#### 給与

経験考慮の上、応相談

#### 更新日

2024年12月17日 11:22

### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

短大卒：準学士号

#### 現在のビザ

日本での就労許可は必要ありません

### 募集要項

#### JOB RESPONSIBILITIES

- Achieve a high level of customer service.
- Meet the monthly sales plan fulfillment as defined by management.
- Meet departmental benchmarks, including high gross profit, optimal stock turnover, and minimizing payment delays from customers.
- Generate quotations, RFQs, and web quotes.
- Process order entries, delivery notes, invoices, and credit notes.
- Handle rescheduling requests in accordance with company guidelines.

- Address customer complaints, including RMAs, delivery issues, and claims.
- Manage all customer-requested forms, agreements, and contracts.
- Ensure smooth and successful fulfillment of samples, catalogs, and marketing materials.
- Regularly generate benchmark and complaint reports.
- Participate in joint customer visits with the account owner as needed.
- Actively contribute to department meetings, including taking meeting minutes.
- Participate in company-organized stocktaking activities.
- Answer phone calls within the stipulated time frame.
- Perform any ad-hoc tasks as assigned.

#### JOB REQUIREMENTS

- Minimum with Diploma in Business Administration with at least 2 - 3 years experiences in Electronic Industry preferred.
- Fluent and proficient in English both Writing & Speaking for day to day operations
- Possess good customer service skills
- Material planning or related experience will be an advantage.
- Ability to work independently with persuasive, dynamic personality
- Motivated telephone marketing experience essential.

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会社説明