



## PR/158383 | Senior Customer Service Expert

### 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

1512457

#### 業種

その他（メーカー）

#### 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24日 10:38

### 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

- Assist customers with sales inquiries, providing timely and appropriate solutions or alternatives.
- Assist in prepare quotations, process purchase orders, and handle customer claims related to shipment delays, defective items, or pricing errors.
- Address product or service issues by clarifying customer complaints, identifying the cause, and offering optimal solutions. Ensure follow-up for complete resolution.
- Correct part number errors, request lead time changes from suppliers, and coordinate with Sales, Shipping, and Account Teams on order statuses and accounts receivable matters.
- Prepare Requests for Quotations (RFQs) and generate Purchase Orders (POs) for suppliers. Monitor inventory allocation and check lead-time status.
- Communicate delays and delivery changes both internally and externally. Expedite deliveries from suppliers and

update systems as needed.

- Troubleshoot and resolve operational issues while implementing preventive measures to ensure smooth daily operations.
- Participate in Customer Service projects and provide training and guidance to team members and new hires.
- Cover operational duties during staff shortages due to unforeseen circumstances.
- Ensure data accuracy for KPI reporting and review workflows for improvements.

#### **JOB REQUIREMENTS**

- Diploma or higher level of education
- Minimum 3 years of relevant working experience, with the ability to handle multiple tasks and provide effective solutions to customer and operational issues
- Proficient in MS Office and Outlook
- Comfortable working in a high-volume and fast-paced environment.
- Ability to multitask, prioritize effectively, and manage an average of 50 quotations/sales orders per day (with 20 line items per order)
- Willingness to work on rotational Saturday (half day) and occasional Public holiday

#### **BENEFITS**

- Attractive employee benefits
- Allowances provided
- Training provided

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会社説明