



## PR/158510 | Customer Experience & Delivery Senior Executive / Manager (Fashion Retail MNC)

### 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

1521529

#### 業種

小売

#### 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

2025年02月11日 10:31

### 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

We are looking for an experienced Customer Experience/Order Management candidate who is experienced with the retail fashion or similar industry for a leading MNC.

#### Job Requirements:

- Management of the customer experience, from receipt of order through to delivery
- Overall responsibility for planning & reporting accuracy, identifying problems and working with the team to resolve issues in timely manner
- Responsible for working with the fulfilment teams in stores and warehouse to streamline the logistics and meet fulfilment KPIs
- Review Onestock BI reports and make recommendations on fulfilment algorithm to improve delivery timeframes
- Responsible for identifying potential gaps/areas that require improvement within the customer journey, and providing solutions with a call to action

- Report and measure appropriate key performance measures for operations. Ensure that these are delivered to relevant internal and external stakeholders
- Manage Customer focused incidents through to completion that affect single or multiple orders
- Escalate customer issues to relevant stakeholders
- Collaborate with the Customer Service Manager to develop training programs for the customer service team to ensure a consistent and exceptional customer experience
- Keep informed across industry best practices and emerging trends in customer experience
- Ensure website content relating to fulfilment and customer service is up to date
- Champion customers experience related projects for Southeast Asia

**Job Requirements:**

- Minimum 2 years' experience in a Customer Experience position/ order management within retail or like industry
- Previous experience working within the E-Commerce/Multi-Channel retail industry is advantageous
- Previous experience in either Warehouse Operations, Retail or Customer Care is essential
- Previous experience managing, developing, and coaching a team
- Previous experience building strong relationships with key stakeholders
- Full and demonstrated knowledge of Microsoft Office
- Excellent written and verbal communication skills
- Ability to adapt communication style to any given situation

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会社説明