



## PR/158567 | Customer Service Executive

### 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

1521573

#### 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

2025年02月11日 10:32

### 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

#### 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.

#LI-JACMY

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会社説明