



## PR/158993 | Customer Service Manager

### Job Information

**Recruiter**
[JAC Recruitment Malaysia](#)
**Job ID**

1539190

**Industry**

Electric Power, Gas, Water

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

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### 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

A leading provider of innovative connectivity solutions, specializing in the design and manufacture of cables, wire harnesses, and interconnect solutions for diverse industries including automotive, consumer electronics, and industrial applications. Our client is currently seeking a Customer Service Manager to join their esteemed organization.

### Job Responsibilities

- Supervise and execute daily customer service activities in accordance with company policies and procedures.
- Lead the customer service team to proactively address customer inquiries, ensuring timely and effective resolutions
- Handle and resolve escalated customer issues, particularly those affecting shipments, while implementing preventive measures
- Work with internal departments to streamline processes and enhance the overall customer experience.
- Develop and implement strategies to improve the efficiency and effectiveness of customer service.
- Provide guidance, training, and support to the customer service team, ensuring continuous skill development
- Monitor and analyze customer service performance metrics to identify areas for improvement.
- Manage high volumes of escalations with a problem-solving mindset, maintaining composure under pressure.
- Drive initiatives to enhance customer satisfaction and ensure alignment with business objectives.

### Job Requirement

- At least Bachelor Degree in Business Administration, Supply Chain or relevant field
- Minimum 8 years of working experience in customer service or order fulfillment field, preferably with experience in managerial role
- Proficiency in MS Office, SAP. Skill in Power BI has added advantage
- Proven leadership skills in customer service or order fulfillment roles
- Good communication skills, presentation skills and leadership skills.

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### Company Description