



JAC Recruitment

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Thailand



PR/117192 | Customer Service

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1540364

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

June 4th, 2025 12:01

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

Job Description :

- Oversee daily sales operations, including receiving, confirming, and tracking orders, arranging timely deliveries, and maintaining effective communication with customers.
- Accurately input customer demands, such as orders and EDI forecasts, into the relevant system based on agreements.
- Determine forecasts and safety stock levels using previous forecasts and consumption analysis, and upload this information to the system. Maintain a good understanding of demand and stock levels to achieve a balanced approach.
- Address customer complaints skillfully and politely, inform relevant departments to take corrective actions, and follow up on the results.
- Manage risk in daily operations, handle urgent cases promptly and proactively.

- Properly manage slow-moving and obsolete goods, and alert potential customer line-downs due to material shortages.
- Collaborate with other departments to enhance sales operations, drive business growth, and increase customer satisfaction.
- Submit invoices according to customer requirements and follow up on accounts receivable.

Company Description