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PR/158567 | Inside Sales Executive cum Customer Service

Job Information

Recruiter
JAC Recruitment Malaysia

Job ID
1540837

Industry
Other (Manufacturing)

Job Type
Permanent Full-time

Location
Malaysia

Salary
Negotiable, based on experience

Refreshed
June 17th, 2025 02:00

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

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 expectatons 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.

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Company Description