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Malaysia



PR/158993 | Customer Service Manager

Job Information

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

1541055

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

May 20th, 2025 12:40

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.

Company Description