



## CR/159186 | Customer Support Executive for Japanese Speaker

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1545420

**Industry**

Other (Manufacturing)

**Job Type**

Contract

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

June 24th, 2025 10:35

### 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 Japanese manufacturer in Kulim is looking for a customer support.

The position is a fixed-term contract for a period of two years.

**Job Summary:**

The key role of this position is to be responsible for administration support for the new Customer Support Center.

**Responsibilities:**

- Support to launch the new Customer Support Center by making rules, managing engineers' schedules and coordinating Customer Support meetings within group companies.
- Collaborate and communicate effectively with sales, engineering team, field support and inter-company personnel.
- Liaise with local and overseas customers / suppliers.
- Handle sales inquiries, prepare quotations and purchase orders for customers.
- Prepare and issue sales documentation (Sales Order, DO, Performa Invoice etc) upon sales order received.

- Monitor and follow-up closely on progress of orders and ensure timely delivery.
- Update ERP system.
- Support on making appointments and travel arrangements.

**Requirements:**

- Japanese speaker
  - Candidate must possess a Degree in Business Administration, Sales or other fields.
  - At least 2 year of similar working experience in the related field.
  - Knowledge of Marketing, Engineering or Logistics will be an added advantage.
  - Computer literate (MS Excel, MS Word ect).
  - Possess own transport with valid driving license.
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- Good interpersonal and communication skills.

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Company Description