



PR/095457 | Customer Service Executive

Job Information

Recruiter
[JAC Recruitment Singapore](#)
Job ID

1545447

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

June 24th, 2025 10:38

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 Title: Customer Service Executive **Location:** Singapore

Your New Company Be part of a globally recognized brand that delivers innovative and reliable consumer technology solutions. With a strong footprint in the home appliances sector, this company is committed to enhancing everyday living through smart, user-friendly products. As they continue to grow their customer base in Singapore, they are seeking a passionate and service-oriented professional to join their customer support team.

Your New Role As a Customer Service Executive, you will be the voice of the company, ensuring that every customer interaction is handled with care, professionalism, and efficiency. You'll manage inquiries across multiple channels, support internal coordination, and contribute to the smooth operation of service and logistics processes.

Key Responsibilities

- Respond to customer inquiries via phone, email, live chat, and social media platforms.
- Coordinate with internal departments to ensure timely resolution of customer issues.
- Monitor and report recurring service issues or trends to supervisors for process improvement.
- Maintain accurate records of customer interactions and service requests in the CRM system.

- Assist in processing and invoicing of spare part orders for both local and export markets.
- Generate weekly and monthly service performance reports for internal stakeholders.
- Manage spare parts inventory and support related administrative tasks.
- Participate in ad-hoc projects and other assigned duties.

Qualifications

- Experience in customer service, call centre, or similar environments is preferred.
- Strong communication skills with a professional phone manner and customer-first mindset.
- Proficient in Microsoft Office (Excel, Word, PowerPoint).
- Familiarity with SAP is an advantage.
- Positive attitude, proactive approach, and willingness to learn.
- Training will be provided to ensure success in the role.

Ready to Take the Next Step?

Interested applicants, please click [APPLY NOW](#) or send a copy of your updated CV to Pinru.chen@jac-recruitment.com for a confidential chat.

Do note that we will only be in touch if your application is shortlisted.

Chen Pinru
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#LI-JACSG
#countrysingapore

Company Description