



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

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1547974

**Industry**

Other (Manufacturing)

**Job Type**

Contract

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

July 8th, 2025 16:30

### 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.

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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## Company Description