



PR/159130 | Customer Relations Manager / Customer Service Manager

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1548113

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

September 3rd, 2025 05:00

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 OVERVIEW

A leading manufacturer and distributor of standard components for Press Die, Plastic Mold, and Factory Automation products, renowned for its wide variety, fast delivery, high quality, and low prices. Over the past decade, the company has established a strong presence and track record in Singapore and Southeast Asia. Specializing in Just-In-Time components procurement, their core business revolves around supply chain strategy. To support rapid and aggressive expansion, they are seeking talented and dynamic professionals to join as Customer Relation Managers.

JOB RESPONSIBILITIES

- To oversee and Ensure Smooth Operation of the CR Team (Includes CS & POC).
- Troubleshoot and resolve operational issues escalated by CR team members.
- Implement preventive measures to avoid future issues.

- Manage staff productivity and enhance service quality.
- Regularly review workflows and propose improvements for smooth operations.
- Ensure proper recording and data accuracy for KPI reporting.
- Collate and prepare CR activity reports for submission to Head Office.
- Manage the customer database to ensure compliance with company policy.
- Deploy manpower to handle overflow tasks across sections.
- Provide training and guidance to team members and new hires.
- Manage CS projects and Kaizen activities.
- Oversee improvement projects such as Order Automation, RPA, and Chat Bot implementation.

Hands-On Daily Operations:

- Monitor order processing to ensure timely handling within cut-off times.
- Cover operational duties when the team is short-handed.
- Liaise with Sales and Accounts Teams regarding AR matters and account suspensions.
- Assist with product inquiries, customer feedback, and complaints.
- Coordinate with the Business Development Team and suppliers on customer orders, product claims, and return cargos.
- Work with the Sales and Shipping Teams on customer orders and delivery status.
- Conduct weekly meetings.
- Verify Credit/Debit Notes.

JOB REQUIREMENTS

- Minimum Diploma holder
- At least 6-8 years Customer Service experience (preferably in a trading company) and at least 4 years at managerial level
- Service-oriented and good customer service skills
- Able to handle stress in a high volume and fast-paced environment
- Possess initiative, analytical and able to multi-task
- Proficient in MS Office
- Immediate availability will be an added advantage
- Mandarin language skills preferred.

BENEFITS

- Annual Leave
- Performance Bonus
- Medical & Dental
- Daily Transport Allowance (Only applicable for Public Transport)

#LI-JACMY
#stateKL
#countrymalaysia

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Company Description