



PR/117192 | Customer Service

## Job Information

**Recruiter**

JAC Recruitment Thailand

**Job ID**

1549117

**Industry**

Other (Manufacturing)

**Job Type**

Permanent Full-time

**Location**

Thailand

**Salary**

Negotiable, based on experience

**Refreshed**

August 5th, 2025 10:01

## 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 Description :**

- Oversee daily sales operations, including receiving, confirming, and tracking orders, arranging timely deliveries, and maintaining effective communication with customers.
- Accurately input customer demands, such as orders and EDI forecasts, into the relevant system based on agreements.
- Determine forecasts and safety stock levels using previous forecasts and consumption analysis, and upload this information to the system. Maintain a good understanding of demand and stock levels to achieve a balanced approach.
- Address customer complaints skillfully and politely, inform relevant departments to take corrective actions, and follow up on the results.
- Manage risk in daily operations, handle urgent cases promptly and proactively.

- Properly manage slow-moving and obsolete goods, and alert potential customer line-downs due to material shortages.
- Collaborate with other departments to enhance sales operations, drive business growth, and increase customer satisfaction.
- Submit invoices according to customer requirements and follow up on accounts receivable.

**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