



PR/094413 | Senior Customer Success Specialist

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1549264

Industry

Civil Engineering and Construction

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

August 5th, 2025 12:02

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 and Job Overview

We are seeking a dedicated and proactive Senior Customer Success Specialist to join our team. This role will primarily focus on managing customer inquiries, issues, and requests related to shipped-out and online orders for our US and UK markets. The ideal candidate will have strong communication skills, attention to detail, and a customer-centric attitude to ensure a seamless experience for our clients from order placement to delivery.

Job Responsibilities**Order Management:**

- Handle customer inquiries related to online and shipped-out orders, including checking address, shipping payment, tracking, order status, shipping status, shipping delays, and returns.
- Process order adjustments or cancellations, when applicable, and ensure timely communication with customers regarding changes.

- Assist customers in the US and UK markets by providing clear and accurate information regarding product availability, order status, and shipping policies.

Issue Resolution:

- Address customer concerns or complaints related to damaged, missing, or delayed shipments.
- Work closely with the warehouse and logistics teams to resolve shipping issues quickly and efficiently.
- Provide solutions to customer inquiries, ensuring that all interactions are positive and aligned with company policies.

Customer Communication:

- Respond to customer inquiries in a professional and friendly manner.
- Maintain a high level of customer satisfaction by ensuring timely responses and proactive updates on order status and issues.

System Management:

- Update and maintain accurate customer information, order details, and issue logs in the order management systems.
- Ensure the information is up-to-date with the most recent order status and customer communications.

Collaboration:

- Collaborate with the sales and warehouses to ensure a smooth order process and identify areas for improvement.
- Provide feedback to the team on common customer concerns or challenges to help improve product offerings and processes.

Returns & Exchanges:

- Coordinate with sales team to manage return and exchange requests, ensuring customers are guided through the process and that all necessary information is provided.
- Work with the warehouses to ensure the timely processing of returned products.

Job Requirements

- 5 years or more experience in customer service
- Have experience working with US, UK or Europe based companies.
- Proven experience in customer service, preferably in an e-commerce or retail environment
- Familiarity with order management systems, CRM tools, and customer service software is a plus
- Excellent English language – verbal and written
- Excellent written and verbal communication skills, with a strong focus on customer empathy
- Ability to handle multiple customer inquiries simultaneously while maintaining attention to detail.
- Strong problem-solving abilities and ability to manage difficult situations with professionalism.
- Strong time management and organizational skills, with the ability to prioritize tasks effectively.
- Positive, team-oriented attitude and a willingness to collaborate across departments.

#LI-JACVN

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.

Privacy Policy Link: <https://www.jac-recruitment.vn/privacy-policy>
Terms and Conditions Link: <https://www.jac-recruitment.vn/terms-of-use>

Company Description