



PR/095001 | Customer Service Representative

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1552381

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

August 19th, 2025 08:00

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

A leading global manufacturer in the interconnect industry

Location: Bac Ninh

Industry: Electronics / Manufacturing

Job Summary:

As a Senior Customer Service Representative, you will play a key role in supporting company's OEM customers, distributors, and affiliate companies. You will be responsible for managing complex customer orders, resolving issues, and ensuring a high level of customer satisfaction through proactive communication and collaboration with internal teams.

Key Responsibilities:

- Handle customer inquiries, quotations, and order processing with accuracy and professionalism.
- Coordinate with internal departments (Sales, Planning, Logistics) to ensure timely delivery and issue resolution.
- Manage customer orders via ERP systems and supplier portals.
- Maintain strong relationships with clients through clear and timely communication.
- Support continuous improvement initiatives by identifying process gaps and suggesting solutions.

Requirements:

- 5+ years of experience in customer service, preferably in electronics, manufacturing, or B2B environments.
- Strong communication skills in English (written and verbal).
- Experience with ERP systems (e.g., SAP, Oracle) and order management tools.
- Ability to work independently and collaboratively in a fast-paced setting.
- Detail-oriented with strong organizational and problem-solving skills.

Preferred Qualifications:

- Experience working with international customers or OEMs.
- Familiarity with interconnect products or high-speed data solutions

#LI-JACVN

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Company Description