



JAC Recruitment

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JAC Recruitment Vietnam

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

July 22nd, 2025 10:06

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

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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