



PR/117581 | Senior Customer Care

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1552394

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

July 22nd, 2025 10:09

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

Responsibilities:

- Manage, response, and receive customer orders via email, telephone, online, and fax assuring timely order processing
- Assist the Customer Service Supervisor to perform the best practice of customer service to internal and external customers and distribute process of improvement
- Supervise team members while ensuring that every task is done correctly and effectively and make sure that all aspects of customer service are established well
- Assist in completing the duties of the customer service supervisor, prepare reports of customer service team, and serve as the customer service supervisor when their superior is not around
- Responsible for helping in the development and execution of training programs for customer service representatives
- Assist customers in placing product, equipment, and parts orders by providing information including features, pricing,

availability, shipping schedules, special promotions, and prepare quotation

Qualifications:

- At least 5 years' experience in customer support in a manufacturing environment.
- Proficient computer skills, including Microsoft Office (Word, PowerPoint, Outlook, and Excel)
- Effective verbal and written communication skills in English
- Ability to multi-task and meet deadlines with self-motivation and proactivity
- SAP and related ERP is preferred.

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Company Description