



PR/159564 | Operations Support Executive

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1559215

Industry

Other

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

December 16th, 2025 15:00

General Requirements

Career Level

Mid Career

Minimum English Level

None

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

A global leader in crating, packaging, and logistics solutions is currently seeking a Operation Support Executive to be responsible for handling complex customer inquiries, mentoring junior staff, and improving service processes to enhance customer satisfaction

Job Responsibilities

- Assist HOD to handle end-to-end order management. Process customer order accurately and efficiently, including liaise with. Material Planner, Production, and Logistics Team to ensure customer's order is being handled and arranged accordingly.
- Proactively update customer on order status and changes via email/phone.
- Coach and supervise a team of support and field personnel while monitoring their performance to ensure smooth day-to-day operations.
- Participate in regular internal briefings to align on operational priorities and customer expectations.
- Monitor and oversee billing administration processes to ensure accuracy and timely invoicing for all relevant operations.
- Oversee the billing team to ensure verification of charges, resolve discrepancies, and maintain proper billing records.
- Build and maintain good relationships with customer ensure customer satisfaction. Proactively identify customer needs and suggest solutions to enhance their experience.
- Work closely with the internal team, Project Management and Sales Support teams to ensure the customer is served in alignment with the business direction.
- Monitor and analyse Operation Support process and develop improvement plan to enhance internal process flow and quality of customer service.

- Follow up on outstanding issues with internal teams to ensure prompt closure.
- Prepare Monthly/Weekly/Daily Report.
- Understand on the requirements for a QMS, including documented information, planning and determining process interactions.

Job Requirement

- 3 – 5 Years of working experience in customer service/ account management or equivalent experience.
- Strong analytical skills.
- Proficient in Microsoft Excel (pivot tables, formulas for pricing), Word, and PowerPoint. Knowledge of ERP system such as Sage X3, SAP, or similar platform is an advantage.

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.my/privacy-policy>

Terms and Conditions Link: <https://www.jac-recruitment.my/terms-of-use>

Company Description