



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

September 23rd, 2025 10:50

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.

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Company Description