



PR/159616 | Customer Service Executive

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1560804

Industry

Electric Power, Gas, Water

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

October 7th, 2025 11:28

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

Our client is seeking a detail-oriented and proactive Customer Operations Executive to support the sales and customer service functions. This role involves managing customer orders, documentation, and communications to ensure smooth and efficient operations.

Job Responsibilities

- Prepare quotations, RFQs, and web-based quotes.
- Process orders, delivery notes, invoices, and credit notes.
- Coordinate delivery rescheduling in line with company guidelines.
- Resolve customer issues including RMAs, delivery discrepancies, and claims.
- Manage customer documentation such as forms, agreements, and contracts.
- Fulfill requests for samples, catalogues, and marketing materials.
- Compile benchmark and complaint reports regularly.
- Support account owners during joint customer visits when required.
- Participate in meetings and document minutes.

- Assist with company stocktaking activities.
- Respond to customer phone calls within the designated timeframe.

Job Requirements

- Diploma in Business Administration with 2 -3 years experiences (Electronic Industry preferred)
- Proficient in English (spoken and written)
- Strong customer services and phone marketing skills
- Independent, dynamic and persuasive

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Company Description