



PR/159703 | Customer Service Manager

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1562375

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

November 18th, 2025 06:00

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

Company and Job Overview

Do you take pride in building strong, lasting relationships, and leading teams toward service excellence? If so, we invite you to explore this exciting opportunity. Our client, a pioneer in the specialty oils and fats industry, a fully integrated facility from crushing to manufacturing oils and fats for various industries.

Job Responsibility

- Foster Strategic Partnerships: Serve as the primary point of contact for customers, ensuring their satisfaction and cultivating long-term loyalty through consistent engagement and support.
- Oversee the End-to-End Order Process: Manage the complete order lifecycle—from receipt to delivery—with precision and efficiency, proactively addressing and resolving any issues with sustainable solutions.
- Lead and Inspire Teams: Provide guidance, coaching, and development to build a high-performing team committed to delivering exceptional service standards.
- Drive Operational Excellence: Leverage data insights and key performance indicators (KPIs) to identify opportunities for continuous improvement and enhance service efficiency.

- Collaborate Cross-Functionally: Work closely with production, supply chain, quality assurance, and finance teams to ensure alignment on deliverables, timelines, and customer commitments.

Job Requirements

- Bachelor's degree in Business Administration or a related discipline.
- **7–10 years of progressive experience in customer service, including a minimum of 3 years in a leadership capacity, preferably within the manufacturing or industrial sector.**
- Demonstrated customer-centric mindset, with proven strengths in leadership, conflict resolution, and team development.
- Exceptional communication and interpersonal skills, enabling effective collaboration across all levels of the organization.
- A strong track record of driving continuous service improvements through strategic initiatives and performance optimization.

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#countrymalaysia

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Company Description