



PR/159807 | Customer Service Expert

Job Information

Recruiter

[JAC Recruitment Malaysia](#)

Job ID

1565993

Industry

Other

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

January 13th, 2026 13:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Native

Minimum Japanese Level

Basic

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Job Responsibilities

- Provide timely assistance and solutions for customer inquiries.
- Prepare quotations, process purchase orders, and manage claims related to delays, defects, or pricing issues.
- Investigate and resolve complaints, ensuring complete follow-up.
- Correct part number errors, adjust lead times, and coordinate with internal teams.
- Prepare RFQs and POs, monitor inventory, and update systems.
- Communicate delivery changes, expedite shipments, and maintain operational efficiency.
- Support customer service projects, train team members, and cover duties during shortages.
- Ensure data accuracy for KPI reporting and recommend workflow improvements.

Requirements

- Education: Diploma or higher qualification.
- Minimum 3 years of experience in customer service or operations.
- Languages: Bahasa Malaysia and English (additional languages are an advantage).
- Flexibility: Willing to work Saturdays, public holidays, and take on additional duties.

#LI-JACMY
#StateKL

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Company Description