



JAC Recruitment

マレーシアの求人なら  
JAC Recruitment Malaysia

## 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

**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.

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**Company Description**