



PR/118820 | After-Sales Service Specialist

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1572825

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

January 20th, 2026 10:20

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Responsibilities:

- Assist customers with placing equipment and after-sales spare parts orders by providing accurate information on product features, pricing, availability, shipping schedules, and special promotions.
- Receive and process customer orders via email, telephone, and online platforms, ensuring timely and accurate order handling.
- Monitor order progress and implement necessary revisions to ensure shipments align with product specifications and scheduled delivery dates.
- Respond to and manage customer inquiries promptly and professionally.
- Prepare and review export documentation, including commercial invoices, packing lists, NAFTA certificates, SLI forms, banking documents, sight drafts, and letters of credit (L/C).
- Generate quotations for customers.
- Provide inside sales support to enhance customer experience and sales efficiency.
- Contribute to the development of best practices and continuous process improvement.
- Perform other related duties as assigned.

Qualifications:

- Bachelor's degree in Business Administration, Logistics, Supply Chain Management, or a related field.
- At least 3 years of experience in customer support and order management.
- Hands-on experience with SAP and Zendesk systems.

- Proficient in Microsoft Office applications, including Word, PowerPoint, Outlook, and Excel.
- Strong verbal and written communication skills in English.
- Ability to manage multiple tasks, meet deadlines, and work proactively with a high level of self-motivation.

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Company Description