



PR/119229 | Customer Service and Sales Support

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1581860

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

March 10th, 2026 10:36

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Basic

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Position: Customer Service and Sales Support

Salary: 30,000 - 50,000 THB/month

Working Days: Mon - Fri, 08:00 - 17:00 (Office-based)

Location: Wattana, Thailand, near BTS and MRT

Job Responsibilities:

1. Customer Communication & Coordination

1. Act as the main contact point between customers, factories, sales teams, and suppliers

2. Handle customer inquiries regarding products, pricing, lead time, and order status

2. Order Management

1. Receive and review Purchase Orders (PO) for part number, specification, price, and quantity accuracy
2. Create and manage Sales Orders in ERP systems (e.g. SAP, Oracle)
3. Monitor order status from order entry to shipment

3. Delivery & Schedule Control

1. Coordinate with Planning and Production teams to ensure on-time delivery
Inform customers of any changes such as delays, pull-in, or push-out requests
2. Coordinate logistics and shipping documents (Invoice, Packing List, etc.)

4. Pricing & Documentation

1. Support customer-required documents such as survey and compliance documents

5. Sales Support

1. Support Sales teams in forecast management, volume tracking, and new project follow-up
2. Coordinate prototype, sample, trial, and mass production activities
3. Support customer relationship management and long-term cooperation

6. Internal Communication & Reporting

1. Prepare reports such as AR, backlog, and delivery status
2. Ensure smooth cross-functional communication (Sales, Factory, Logistics)

7. Payment Handling/AR

1. Check the payments detail with customers once a time
2. Check debits note/ credit note within 3 days after communication
3. No overdue issue

Requirement:

- Strong communication skills in English; proficiency in Japanese is a plus.
- Good understanding of electronic components such as PCBs, ICs, connectors, and modules is an advantage.
- Excellent coordination, problem-solving, and time-management skills.
- High attention to detail with strong accuracy in documentation and data handling.

Interested applicants, please click **APPLY NOW**. Only shortlisted candidates will be contacted due to the high volume of applications.

Thank you for your understanding

#LI-JACTH

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Company Description