



PR/160374 | Customer Service Executive (MNC in High-Precision Manufacturing)

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1585938

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

June 2nd, 2026 11:00

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

An expanding MNC in high precision manufacturing is looking to expand the Customer Service Team in Kedah. This role will be plays a key part in supporting customer by responding to inquiries, re-solving issues, and acting as a liaison between customers and production to maintain high levels of satisfaction

Job Responsibilities

- Support procurement coordination activities to ensure smooth order processing.
- Communicate with customers regarding order status, delivery timelines, and issue resolution.
- Troubleshoot customer issues, provide appropriate solutions, and escalate complex cases to management when necessary.
- Maintain accurate and detailed records of all customer interactions and transactions.

Job Requirement

- Minimum bachelor degree in business administration, operation or similar
- Excellent communication and organizational skills
- Experience in using Oracle or SAP
- Detail-oriented and proactive in approaching relevant stakeholders when required
- Proficient in English communication (verbal or email communication)

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Company Description