



PR/096890 | Inventory & Sales Support Assistant

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1586470

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

May 26th, 2026 09:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Basic

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

COMPANY OVERVIEW

Our client is a well-established global manufacturer specialising in precision technology and advanced electronics solutions. With a strong legacy of engineering excellence and innovation, the organisation supports a wide portfolio of high-performance products across international markets, working closely with distributors and service partners to deliver reliable after-sales support and continuous product improvement.

JOB RESPONSIBILITIES

- Provide technical assistance and diagnostics support, including delivering product and service training to distributors and authorised service partners.
- Manage technical, warranty, spare parts, and service-related enquiries or complaints from end users, distributors, dealers, and e-commerce channels.

- Assess in-warranty claims and prepare documentation such as fault cost (F-Cost) reports for submission and approval.
- Track and analyse product quality issues or abnormal defects, generate technical reports, and coordinate corrective and preventive actions with factories, warehouses, and external partners.
- Develop and maintain service-related documentation, including training materials, service manuals, repair guidelines, and spare parts references.
- Oversee defective unit exchange processes, working with contractors on repair follow-ups, inspection, grading of returned units, and coordination prior to warehouse return.
- Handle regulatory requirements such as COC renewals and manage COC and WELS testing and registration for new product introductions.
- Support field testing, pilot runs, and technical evaluations for new product launches in collaboration with distributors.
- Contribute to the establishment, optimisation, and continuous improvement of service operations and service centres across local and export markets.

JOB REQUIREMENTS

- Diploma or higher qualification in Engineering or a related technical field.
- At least 2 years of relevant experience in after-sales service, technical support, or service operations within the consumer electronics or related industry.
- Solid technical understanding of home appliances, precision equipment, or audio-visual products.
- Strong analytical and troubleshooting skills with a hands-on approach to technical problem-solving.
- Proficient in Microsoft Office applications and experienced in preparing technical and service documentation.
- Able to work independently while communicating effectively with internal teams, manufacturing plants, distributors, and external service partners.

Interested candidates who wish to apply for the above positions, please click "Apply now".

We regret that only shortlisted candidates will be notified.

Working Location: Singapore

Wong Yi Lei (R23113652)

JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

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Company Description