



PR/097440 | Business Support Executive

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1604828

Industry

Medical Device

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

August 25th, 2026 11:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

COMPANY OVERVIEW

A leading regional solutions provider in the science and healthcare sector, the organization specializes in enabling access to world-class technologies and delivering comprehensive end-to-end solutions. Its expertise spans research laboratories, quality control, pharmaceutical manufacturing, clinical diagnostics, and patient care across Asia.

JOB RESPONSIBILITIES

We are seeking a proactive, organized, and detail-oriented Business Support Executive to provide comprehensive administrative and operational support to the Sales team.

This role is critical in ensuring smooth sales operations, customer satisfaction, and efficient coordination between internal departments. The successful candidate will be responsible for managing quotations, purchase orders, tender submissions, order processing, customer communications, reporting, and other sales support functions.

The position operates within the Medical Division, which supports hospitals, government institutions, and healthcare organizations. As such, the environment is highly dynamic and fast-paced, requiring strong multitasking abilities and excellent communication skills.

Support and guidance will be provided to help the successful candidate become familiar with products, processes, and internal systems.

Sales Administration & Order Management

- Prepare accurate and timely quotations, proposals, and tender submissions.
- Manage sales order processing from order placement through fulfillment.
- Ensure all customer orders are processed efficiently and accurately.
- Monitor order status and coordinate delivery schedules.
- Liaise closely with Sales, Finance, Procurement, Logistics, and other departments to ensure smooth order execution.
- Follow up on customer enquiries, quotations, and outstanding orders.
- Support sales activities through timely preparation of administrative documents.

Customer Support & Coordination

- Serve as the key contact person for customers regarding operational and administrative matters.
- Maintain professional and responsive communication with customers.
- Build strong relationships with clients through effective service support.
- Resolve customer issues and administrative concerns promptly by coordinating with internal stakeholders.

Tender & Project Support

- Assist with government and institutional tender submissions.
- Prepare required documentation for project tenders and procurement opportunities.
- Ensure tender requirements are accurately compiled and submitted within deadlines.
- Coordinate with the sales team throughout the project bidding process.

Reporting & Documentation

- Maintain accurate and up-to-date customer records and sales databases.
- Generate sales reports, performance reports, and management reports as required.
- Ensure proper filing and documentation of quotations, purchase orders, contracts, tender documents, and customer correspondence.
- Support data analysis and reporting activities for business monitoring purposes.

Systems & Process Support

- Utilize the company's ERP system (SAGE) for daily operational activities.
- Maintain accurate transaction records within the system.
- Support inventory coordination and sales administration processes.
- Participate in process improvement initiatives to enhance operational efficiency and service quality.

JOB REQUIREMENTS

- Diploma or Bachelor's Degree in Business Administration, Science, Engineering, or a related discipline.
- Minimum 3 years of experience in Sales Support, Customer Service, Order Management, Business Administration, or a related function.

- Proven experience in handling quotations, purchase orders (PO), and order processing is mandatory.
- Experience supporting and liaising closely with sales teams in a fast-paced environment.
- Familiarity with tender submissions, particularly government or institutional projects, will be highly advantageous.
- Proficient in Microsoft Office applications, especially Excel, Word, and PowerPoint.
- Experience using ERP systems; knowledge of SAGE is preferred.
- Strong communication and interpersonal skills with the ability to build effective relationships with customers and internal stakeholders.
- Highly organized, meticulous, and able to manage multiple priorities and deadlines.
- Positive attitude, customer-focused mindset, and willingness to learn.
- Ability to work independently as well as collaboratively within a team environment.
- Experience in the medical devices, healthcare, scientific instruments, pharmaceutical, or laboratory industries will be an added advantage.

Working Location: Singapore

Ng Siew Thien (R22107842)

JAC Recruitment Pte. Ltd. (90C3026)

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Company Description