



PR/120111 | Customer Service Representative (Chemicals / FMCG)

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1604889

Industry

Chemical, Raw Materials

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

August 11th, 2026 03:00

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

Position: Customer Service Representative (Hybrid Working)

Industry: Chemicals

Location: MRT Samyan

Key Responsibilities

- Manage domestic and international sales orders in SAP from order entry to completion.
- Support customers across Thailand, Vietnam, Myanmar, Laos, Singapore, Malaysia, and other assigned markets.
- Coordinate with Sales, Production, Logistics, and Finance teams to ensure smooth order fulfillment and resolve issues promptly.
- Respond to customer inquiries, complaints, and service requests in a timely and professional manner.
- Ensure compliance with customer service standards, company policies, ICS, and ISO requirements.
- Make day-to-day operational decisions and escalate complex issues when necessary.

- Drive continuous improvement while maintaining a strong focus on performance, collaboration, and safety.

Qualifications

- Bachelor's degree in Business Administration, Logistics, International Business, or a related field.
- 3–5 years of Customer Service experience in a multinational company.
- Experience in the Chemicals or FMCG industry is preferred.
- Proficient in SAP.
- Strong English communication skills, both written and verbal.

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Company Description