


# PR/097449 | Service Support Executive

## Job Information

**Recruiter**
JAC Recruitment Singapore

**Job ID**
1605526

**Industry**
Medical Device

**Job Type**
Permanent Full-time

**Location**
Singapore

**Salary**
Negotiable, based on experience

**Refreshed**
October 27th, 2026 18:00

## General Requirements

**Minimum Experience Level**
Over 1 year

**Career Level**
Mid Career

**Minimum English Level**
Native Level

**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

Our client is a well-established regional organization serving the science, healthcare, laboratory, and medical sectors across Southeast Asia. With decades of industry experience, the company provides advanced solutions that support research, quality control, diagnostics, pharmaceutical production, and patient care.

They are seeking a highly organized and customer-focused Service Support Executive to join their Service Team and support daily service operations.

- Prepare service quotations, contracts, and related documentation
- Coordinate preventive maintenance schedules and service appointments
- Manage service requests and breakdown calls efficiently
- Follow up on service jobs to ensure timely completion and customer satisfaction
- Maintain accurate service records, databases, and operational reports
- Liaise with customers, service engineers, vendors, and principals on service-related matters
- Support spare parts ordering, inventory monitoring, and warranty administration
- Prepare reports and documentation using Microsoft Office applications
- Assist with service operations through SAP, SAGE, or other ERP systems
- Work closely with internal teams to achieve operational goals and service excellence

JOB REQUIREMENTS

- Diploma in Business, Science, Engineering, or a related discipline
- Minimum 3 years of experience in service coordination, customer support, administration, or business operations
- Experience in the scientific, laboratory, medical equipment, healthcare, or consumables industry will be an added advantage
- Strong communication skills with good spoken and written English
- Proficient in Microsoft Word, Excel, and PowerPoint
- Meticulous, organized, and detail-oriented
- Familiarity with SAP, SAGE, or other ERP systems will be advantageous
- Positive attitude with a willingness to learn and grow
- Able to work independently and collaboratively within a team environment

Working Location: Singapore

Ng Siew Thien (R22107842)

JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

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