



PR/160876 | Customer Service Supervisor - Retail Mall

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1605588

Industry

Other

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

August 4th, 2026 10:53

General Requirements

Minimum Experience Level

Over 3 years

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 vibrant retail and lifestyle destination that brings together a diverse mix of retail, dining, and community experiences. Committed to delivering exceptional customer service and creating memorable experiences for shoppers and visitors, the mall serves as a dynamic hub for leisure, convenience, and community engagement.

Job Overview

The Customer Service Supervisor will be responsible for leading the customer service team to ensure outstanding service delivery to shoppers, tenants, and visitors. This role oversees daily customer service operations, handles escalated issues, supports mall activities, and drives service excellence to create a positive and memorable shopping experience.

Key Responsibilities:

- Supervise the daily operations of the customer service counter, ensuring efficient service delivery, adherence to service standards, and a seamless visitor experience.
- Manage and resolve escalated customer complaints, feedback, and inquiries professionally while maintaining high levels of customer satisfaction.

- Ensure compliance with established customer service procedures, policies, and SOPs, while continuously identifying opportunities for service improvements.
- Lead, coach, and develop customer service personnel through training, performance monitoring, and ongoing guidance to maintain service excellence.
- Prepare duty rosters and coordinate staffing schedules to ensure adequate operational coverage during business hours, including weekends and public holidays.
- Support mall operations by overseeing information services, lost and found processes, gift redemption programmes, customer promotions, and other front-line services.
- Collaborate closely with tenants, security personnel, operations teams, and internal stakeholders to address customer-related matters and enhance the overall shopping experience.
- Assist in the execution of marketing campaigns, mall events, promotional activities, and festive programmes to improve visitor engagement and footfall.
- Prepare regular reports on customer feedback, service performance, customer inquiries, and operational metrics, providing recommendations for continuous improvement.
- Maintain accurate records and documentation of customer service activities while monitoring service levels and identifying areas that require corrective action.

Key Requirements:

- Diploma or Bachelor's Degree in Business Administration, Hospitality Management, Communications, Customer Service, or a related discipline.
- Minimum 3–5 years of customer service experience, with at least 1–2 years in a supervisory capacity. Experience in retail malls, hospitality, or service-oriented industries is preferred.
- Strong leadership, interpersonal, and communication skills with the ability to motivate and manage a customer-facing team effectively.
- Customer-focused mindset with proven ability to handle complaints, resolve issues efficiently, and maintain positive stakeholder relationships.
- Pleasant personality, professional appearance, and a passion for delivering exceptional customer experiences.
- Proficient in Microsoft Office applications; familiarity with customer service management systems or CRM platforms is an added advantage.
- Strong organizational and administrative skills, with the ability to prepare reports and maintain accurate operational records.
- Willingness to work on shifts, weekends, and public holidays to support operational requirements.

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Company Description