



PR/097541 | Customer Care Executive

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1609273

Industry

Other (Consulting and Professional Services)

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

September 8th, 2026 07:00

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

Our client is a rapidly growing organization in Singapore's sustainability and environmental services sector, supporting a nationwide initiative that promotes recycling and resource recovery. Through innovative operational processes and customer-centric solutions, the organization contributes to environmental sustainability while helping to advance Singapore's circular economy goals.

As the business continues to expand, the company is investing significantly in its operations and customer support functions, creating opportunities for individuals who are passionate about delivering excellent customer service and making a positive impact. Employees can look forward to a collaborative work environment, strong career development opportunities, and the chance to contribute to a meaningful environmental initiative with national significance.

JOB RESPONSIBILITIES

We are seeking a mature and customer-focused Customer Care Executive to join a growing Customer Care team. This role

primarily involves managing customer enquiries through email and digital channels, processing refund requests, handling administrative responsibilities, and resolving customer concerns in a professional and timely manner.

The ideal candidate should possess strong written communication skills, be comfortable handling customer complaints and escalations, and demonstrate the ability to remain calm under pressure. This position offers an excellent opportunity for candidates seeking long-term career growth within a fast-expanding organization, with a strong possibility of conversion to a permanent role based on performance and business needs.

Key areas of responsibility include maintaining service quality standards, ensuring timely resolution of customer cases, taking ownership of customer issues from start to finish, and providing support during urgent situations when required.

- Respond to customer enquiries through email and other communication channels.
- Process customer refund requests accurately and promptly.
- Handle customer support and administrative duties.
- Manage customer feedback and complaints professionally.
- Ensure timely resolution of customer cases while maintaining service quality standards.
- Take ownership of customer issues and follow through until completion.
- Support urgent customer matters when required, including occasional weekend assistance.
- Maintain accurate records and documentation of customer interactions.

JOB REQUIREMENTS

- Previous experience in customer service, customer support, administration, contact centre, or related functions is preferred.
- Strong written communication skills.
- Ability to manage customer complaints professionally and remain calm under pressure.
- Comfortable handling administrative and process-driven tasks.
- Self-motivated with the ability to work independently.
- Strong sense of ownership and responsibility when managing customer issues.
- Willing to provide occasional support outside normal working hours when necessary.

Working Location: Singapore

Ng Siew Thien (R22107842)

JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: <https://www.jac-recruitment.sg/privacy-policy>

Terms and Conditions Link: <https://www.jac-recruitment.sg/terms-of-use>

Company Description