

PR/160993 | Customer Service Executive

Job Information

Recruiter
JAC Recruitment Malaysia

Job ID
1609352

Industry
Other (Manufacturing)

Job Type
Permanent Full-time

Location
Malaysia

Salary
Negotiable, based on experience

Refreshed
November 17th, 2026 17:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Basic 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 global manufacturing solutions provider specializing in precision-engineered components and advanced production technologies is seeking a Customer Service Executive to join their team in Penang. The company serves leading international brands across the consumer electronics, industrial, and technology sectors, offering end-to-end manufacturing capabilities and a strong commitment to innovation, quality, and customer satisfaction.

Key Responsibilities

- Process customer orders and update forecasts in the IFS system.
- Communicate with customers on orders, forecasts, delivery schedules, and changes.
- Coordinate with Planning, Production, Material, and Shipping teams to ensure on-time delivery.

- Monitor customer orders and follow up on potential delays or shortages.
- Coordinate customer requirements with production and material availability.
- Monitor consignment, on-hold, quarantine, and slow-moving inventory.
- Maintain accurate customer and order information in the system.
- Act as the main contact for customer order and delivery matters.
- Build and maintain good relationships with customers.
- Follow up on customer payment and account reconciliation.
- Escalate customer or delivery issues to the superior when necessary.
- Ensure compliance with RBA and Supplier Code of Conduct requirements.
- Perform other duties as assigned by the superior.

Key Requirements

- Diploma or Degree in Business, Supply Chain, Logistics, or a related field.
- Preferably 2–5 years of experience in Customer Service or a manufacturing environment.
- Good communication and customer service skills.
- Good command of English.
- Good computer skills, especially Microsoft Excel.
- Experience with IFS or other ERP systems is an advantage.
- Responsible, organized, proactive, and able to work well with others.

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.

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Company Description