



## PR/161072 | Senior Order Management Executive (power tools)

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1612712

**Industry**

Industrial Facilities

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

September 15th, 2026 10:19

### 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

One of the world's leading manufacturers of power tools, outdoor power equipment, and industrial tools. is seeking a **Senior Order Management Executive** to join the team. This role involves responsible for handling customer inquiries, processing orders, coordinating deliveries, resolving complaints, and ensuring excellent customer service while supporting sales operations.

#### JOB RESPONSIBILITIES

- Handle customer inquiries and requests via phone, email, chat, and walk-in channels.
- Process customer orders, invoices, delivery orders, and related documentation accurately.
- Manage customer complaints, investigate issues, and ensure timely resolution.
- Coordinate with internal departments and branches to ensure stock availability and delivery fulfillment.

- Prepare reports, maintain customer records, and support promotional pricing updates in CRM System.

#### JOB REQUIREMENTS

- Diploma or higher qualification.
- Proficient in Microsoft Excel and Word; ERP system experience is an advantage.
- Strong attention to detail and accuracy in handling tasks.
- Good communication and interpersonal skills with a customer-focused attitude.
- Able to communicate in English and Bahasa Malaysia; Mandarin/Chinese is an added advantage.

#LI-JACMY

#countrymalaysia

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