


# PR/161094 | Customer Service Expert (industries components)

## Job Information

**Recruiter**
JAC Recruitment Malaysia

**Job ID**
1612731

**Industry**
Industrial Facilities

**Job Type**
Permanent Full-time

**Location**
Malaysia

**Salary**
Negotiable, based on experience

**Refreshed**
October 27th, 2026 09:00

## General Requirements

**Minimum Experience Level**
Over 3 years

**Career Level**
Mid Career

**Minimum English Level**
Fluent Level

**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 biggest supplier company of industrial automation, manufacturing, and engineering components is seeking a **Customer Service Expert** to join the team. This role involves responsible for managing customer inquiries, process orders and quotations, coordinate deliveries with internal and external stakeholders, and resolve order-related issues to ensure excellent customer service.

JOB RESPONSIBILITIES

- Handle customer inquiries and provide timely support.
- Process quotations, orders, and purchase requests.
- Coordinate with suppliers, logistics, and internal teams to ensure smooth deliveries.
- Resolve customer issues related to orders, pricing, and shipments.

- Monitor order progress and support process improvements.

JOB REQUIREMENTS

- Diploma or Degree qualification.
- Experience in customer service, sales support, or order processing.
- Good communication and problem-solving skills.
- Familiar with Microsoft Office and Outlook.
- Able to work in a fast-paced environment and manage multiple tasks.

#LI-JACMY

#countrymalaysia

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## Company Description