



PR/097667 | Customer Service & Supply Chain Operations Senior Executive / Assistant Manager

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1614137

Industry

Chemical, Raw Materials

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

October 6th, 2026 08:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Native

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 well-established regional distributor with a customer-centric culture and strong presence in the healthcare/consumer segments. They operate through close partnerships with suppliers, 3PLs and commercial teams across APAC, and are committed to delivering excellent service and reliable supply-chain performance.

Position: Senior Executive/Assistant Manager — Customer Service & Supply Chain Operations

Location: Beach Road, Singapore

Role summary: We are seeking a customer-focused and detail-oriented Senior Executive or Assistant Manager to manage end-to-end customer order fulfilment and supply chain operations. You will be the operational link between customers, suppliers, warehouses, logistics partners and internal stakeholders, ensuring seamless order processing, inventory accuracy and on-time deliveries. The role suits a pragmatic problem-solver who enjoys stakeholder coordination and continuous

process improvement.

Key responsibilities:

- Manage end-to-end order fulfilment: from demand forecasting and procurement coordination through to delivery and order closure.
- Act as primary liaison with customers, suppliers and the Sales team to ensure timely order execution and high customer satisfaction.
- Monitor inventory levels and support replenishment planning to meet customer demand and minimize stockouts.
- Oversee warehouse operations including stock reconciliation, inventory accuracy, cycle counts and stock adjustments.
- Manage slow-moving, damaged and obsolete inventory; coordinate investigations and disposition or return actions.
- Coordinate with 3PL providers and logistics partners to ensure efficient warehousing, shipment and delivery operations.
- Plan and monitor shipments, transportation activities and freight arrangements to achieve on-time delivery KPIs.
- Verify logistics invoices, manage shipment cost postings and ensure accurate transactional records in SAP/ERP.
- Administer insurance declarations and claims; work with insurers and stakeholders to ensure timely resolution.
- Support continuous improvement initiatives, system enhancements and cross-functional projects to drive operational excellence and reduce costs.

Key requirements:

- Diploma or Degree in Supply Chain, Logistics, Business or a related discipline.
- 3–5 years' relevant experience in customer service, order fulfilment, supply chain or logistics operations.
- Proficiency in SAP or other ERP systems is preferred.
- Strong communication, coordination and stakeholder management skills.
- Detail-oriented, organized and able to manage multiple priorities in a dynamic environment.
- Team player with a hands-on approach and a commitment to continuous improvement.

What we offer:

- A collaborative, fast-paced workplace with exposure to cross-functional stakeholders and regional operations.
- Opportunities to lead process improvements and contribute to system enhancement projects.
- Competitive salary and benefits package commensurate with experience.

How to apply: Please apply online or contact Adrian Leong at JAC Recruitment Pte Ltd for confidential enquiries. Only shortlisted candidates will be contacted.

Adrian Leong JAC Recruitment Pte Ltd EA Personnel: R26160017

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Company Description