

PR/161139 | Sales & Order Coordinator (Food & Beverages) - Klang

Job Information

Recruiter
JAC Recruitment Malaysia

Job ID
1614551

Industry
Retail

Job Type
Permanent Full-time

Location
Malaysia

Salary
Negotiable, based on experience

Refreshed
November 10th, 2026 07:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Business 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 sustainability-driven beverage company specializing in premium fruit juice products, is seeking a **Sales & Order Coordinator** to support daily sales operations, coordinate customer orders, manage order fulfillment processes, and ensure seamless communication between customers, internal teams, and business partners. This role plays a key part in delivering excellent customer service while supporting the company's growth within the food and beverage industry

JOB RESPONSIBILITIES

Order Processing and Sales Coordination

- Receive and process orders from retail customers.
- Review order details, quantities, delivery dates, and other customer requirements to ensure accuracy.
- Follow up with customers when order information or documentation is incomplete.

- Prepare and print order documents, delivery instructions, and other relevant paperwork for the warehouse and logistics team.
- Coordinate closely with the warehouse and logistics team to ensure orders are prepared and delivered on time.
- Monitor order progress and provide timely updates to customers and internal stakeholders.
- Follow up on order changes, delivery issues, stock availability, or other operational matters.
- Assist in resolving order discrepancies, shortages, or delivery-related concerns.
- Maintain accurate and organized records of orders, delivery documents, and customer correspondence.
- Provide general administrative and coordination support to the sales team when required.

Merchandising Support

- Support the sales team with in-store merchandising activities when there are no urgent order-processing tasks.
- Visit assigned retail outlets to check product displays, stock availability, product pricing, and promotional materials.
- Ensure products are properly arranged and displayed according to company requirements.
- Check that product labels, pricing information, and promotional materials are accurate and visible.
- Take photos of product displays and submit updates or reports to the sales team.
- Identify and report issues such as low stock levels, incorrect pricing, missing promotional materials, or poor product placement.
- Follow up with the relevant internal teams on issues identified during outlet visits.

JOB REQUIREMENTS

- Minimum SPM, Diploma, or equivalent qualification.
- 1-2 years of experience in sales coordination, order processing, sales administration, FMCG, retail, logistics coordination, or a related role is preferred.
- Fresh graduates with good communication and coordination skills may also be considered.
- Good communication and customer service skills.
- Strong follow-up skills and attention to detail.
- Organized and able to manage multiple orders, deadlines, and tasks.
- Able to work independently and collaborate effectively with sales, warehouse, and logistics teams.
- Basic proficiency in Microsoft Excel, Microsoft Word, and email communication.
- Comfortable handling documentation and maintaining accurate records.
- Willing to travel to retail outlets when required.
- Possession of own transport will be an added advantage.

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#countrymalaysia

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Company Description