

PR/161155 | SALES SUPPORT EXECUTIVE (Food Products Company)

Job Information

Recruiter
JAC Recruitment Malaysia

Job ID
1614563

Industry
Other (Trade)

Job Type
Permanent Full-time

Location
Malaysia

Salary
Negotiable, based on experience

Refreshed
October 27th, 2026 13:00

General Requirements

Minimum Experience Level
Over 1 year

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

Responsibilities:

• Manage end-to-end operations, logistics, and sales support activities.
• Perform data entry and maintenance of costing sheets in SAP for vendors and customers.
• Generate and process customer invoices for existing and new orders.
• Prepare, review, and verify sales contracts and related documentation.
• Process sales orders, purchase orders, and credit notes while ensuring timely order fulfillment.
• Coordinate and monitor local and international deliveries, ensuring smooth shipment execution.
• Track inbound and outbound shipments and generate logistics reports when required.
• Manage inventory levels at third-party warehouses and coordinate deliveries to customers.
• Handle customer inquiries via phone calls and emails regarding orders and deliveries.
• Build and maintain strong relationships with existing and potential customers.
• Address customer feedback and complaints professionally, ensuring satisfactory resolutions.
• Collaborate with internal teams to deliver excellent customer service and operational efficiency.
• Support ad hoc operational and administrative tasks as assigned.

Requirements:

• Bachelor's Degree in Business Administration, Marketing, Food Science & Technology, or a related field.
• Minimum 1 to 3 years of relevant experience in operations, logistics, sales support, or a similar role.
• Experience in shipping coordination and scheduling of local and international shipments is preferred.
• Knowledge of Letters of Credit (LC) and Incoterms will be an added advantage.
• Proficiency in SAP and Microsoft Office applications, especially Excel, Word, and PowerPoint.
• Good communication skills in English, Mandarin, and Bahasa Malaysia.
• Strong organizational skills with the ability to manage multiple tasks in a fast-paced environment.
• Customer-focused with excellent problem-solving and relationship management abilities.
• Knowledge of the food technology industry would be an added advantage.
• Able to work independently as well as collaboratively within a team environment.

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