



PR/161212 | CUSTOMER SERVICE MANAGER (with MNC manufacturing company)

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1616879

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

October 13th, 2026 11:06

General Requirements

Minimum Experience Level

Over 6 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

Our client is a well-established MNC in manufacturing. They are seeking a highly organized and hands-on Customer Service Manager to lead our Contracts, Documentation & Customer Service team. This role is the operational backbone of the business, coordinating across Commercial, Operations, Finance, Quality, suppliers, customers, logistics partners, and government authorities to ensure smooth execution of international trade transactions. Working location is at Pasir Gudang, Johor.

Key Responsibilities

- Lead and develop the Contracts, Documentation & Customer Service team.
- Manage purchase and sales contracts from confirmation through to final settlement.

- Oversee import/export documentation, customs clearance, shipment tracking, and inventory registration.
- Maintain accurate inventory and transaction records in ERP systems.
- Coordinate closely with internal departments and external stakeholders to ensure seamless operations.
- Liaise with customs, SIRIM, and other authorities to ensure regulatory compliance.
- Resolve documentation issues, shipment delays, and customer enquiries promptly.
- Drive process improvements to enhance efficiency and customer service standards.

Job Requirements

- Minimum 8 years' experience in international trade, logistics, shipping, supply chain, or commercial operations.
- Strong knowledge of sea freight, import/export documentation, customs procedures, and international trade processes.
- Proven leadership experience with the ability to build and develop high-performing teams.
- Excellent organizational, communication, and stakeholder management skills.
- Detail-oriented, self-driven, and capable of handling multiple priorities in a fast-paced environment.

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Company Description