

PR/161341 | SERVICE DELIVERY AGENT (Warehouse Management Company)

Job Information

Recruiter
JAC Recruitment Malaysia

Job ID
1623329

Industry
Other (Manufacturing)

Job Type
Permanent Full-time

Location
Malaysia

Salary
Negotiable, based on experience

Refreshed
November 17th, 2026 10:17

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

Key Responsibilities

- Manage the full order fulfilment process, including order validation, tracking, prioritisation, and coordination with internal teams to ensure timely delivery.
- Create, maintain, and ensure the accuracy of Bill of Materials (BOM) data to support customer and operational requirements.
- Create and release production orders in SAP PP, ensuring correct quantities, schedules, BOM linkage, and production readiness.
- Work closely with Account Management to align customer commitments with production schedules and material availability.
- Communicate order risks, constraints, delays, and alternative solutions to support customer expectations and decision-making.

- Coordinate and escalate issues related to orders, production, materials, and deliveries with relevant stakeholders.
- Support service performance reporting, KPI/SLA tracking, audit requirements, and continuous improvement initiatives.

Job Requirements

- Diploma or Bachelor's Degree in Business, Supply Chain, Logistics, or a related field.
- Experience in order management, service delivery, manufacturing, logistics, import/export, or related operational functions.
- Good understanding of order processing, BOM management, production planning, and cross-functional operational coordination.
- Familiarity with SAP, particularly SAP PP, including production order creation, release, and BOM management.
- Strong communication, coordination, problem-solving, and stakeholder management skills.
- Customer-focused, detail-oriented, and able to manage multiple priorities in a fast-paced environment.
- Proficient in Microsoft Office applications; knowledge of Lean or Six Sigma methodologies is an advantage.
- Flexible to support global stakeholders and business operations outside normal working hours when required.

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Company Description