

PR/096426 | Customer Service Representative

Job Information

Recruiter
JAC Recruitment Vietnam Co., Ltd

Job ID
1623391

Industry
Other (Trade)

Job Type
Permanent Full-time

Location
Vietnam

Salary
Negotiable, based on experience

Refreshed
November 17th, 2026 10:28

General Requirements

Minimum Experience Level
Over 3 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

The Customer Service Representative serves as a key liaison between customers and the company, providing exceptional customer service through accurate order management, timely communication, and effective cross-functional coordination. This position works closely with Sales, Operations, Planning, Warehouse, Engineering, Quality, and Logistics to support accurate order execution, timely delivery, and effective resolution of customer issues.

RESPONSIBILITIES

- Serve as the primary contact for customer inquiries, orders, delivery schedules, and service-related matters; maintain strong customer relationships and ensure timely issue resolution.
- Process and manage customer sales orders, amendments, cancellations, and delivery schedules in the ERP system, ensuring data accuracy and order fulfillment.
- Collect customer forecasts and demand information, prepare related reports, and coordinate with Sales, Planning, and Operations teams.
- Coordinate cross-functional activities with Sales, Planning, Operations, Warehouse, Logistics, Quality, and

Engineering to ensure smooth operations and on-time delivery.

- Manage shipment arrangements, shipping documentation, delivery tracking, and communication with logistics providers.
- Coordinate customer sample orders and development projects with Engineering and Product Development, providing timely status updates.
- Participate in weekly sales meetings conducted in English, provide updates on customer activities, orders, forecasts, shipments, and outstanding issues.
- Communicate effectively in English with global colleagues, customers, and business partners.
- Administer customer Return Goods Authorization (RGA) requests in accordance with company procedures and DOA, including documentation, approval coordination, RGA issuance, and case tracking through closure.
- Identify opportunities for process improvement and support other departmental activities and special projects as assigned.

REQUIREMENTS

- Associate degree or bachelor's degree in International Trade, Business Administration, Business English, Supply Chain Management, Logistics, Marketing, or a related discipline.
- Minimum of three years of experience in customer service, order management, sales support, logistics coordination, supply chain, international trade, or a related function within an international manufacturing environment.
- Experience using an ERP system is required; Microsoft Dynamics 365 or NAV experience is preferred.
- English proficiency is required including business writing, email correspondence, and verbal communication.
- Proficiency in Microsoft Office applications, including Excel, Word, Outlook, and PowerPoint.
- Ability to administer RGA documentation, coordinate required approvals, and maintain complete records in accordance with company procedures and the current company DOA.

ABOUT THE COMPANY

JAC’s client specializes in manufacturing high-performance thermoplastic composite materials used in various industries, including automotive, sports, footwear, medical, and consumer electronics.

#LI-JACVN

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