



JAC Recruitment

We are recruitment specialists around the globe

Singapore



PR/095457 | Customer Service Executive

募集職種

人材紹介会社

ジェイエイシーリクルートメント シンガポール

求人ID

1548822

業種

その他（メーカー）

雇用形態

正社員

勤務地

シンガポール

給与

経験考慮の上、応相談

更新日

2025年07月08日 16:49

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ビジネス会話レベル

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

Job Title: Customer Service Executive **Location:** Singapore

Your New Company Be part of a globally recognized brand that delivers innovative and reliable consumer technology solutions. With a strong footprint in the home appliances sector, this company is committed to enhancing everyday living through smart, user-friendly products. As they continue to grow their customer base in Singapore, they are seeking a passionate and service-oriented professional to join their customer support team.

Your New Role As a Customer Service Executive, you will be the voice of the company, ensuring that every customer interaction is handled with care, professionalism, and efficiency. You'll manage inquiries across multiple channels, support internal coordination, and contribute to the smooth operation of service and logistics processes.

Key Responsibilities

- Respond to customer inquiries via phone, email, live chat, and social media platforms.
- Coordinate with internal departments to ensure timely resolution of customer issues.
- Monitor and report recurring service issues or trends to supervisors for process improvement.
- Maintain accurate records of customer interactions and service requests in the CRM system.

- Assist in processing and invoicing of spare part orders for both local and export markets.
- Generate weekly and monthly service performance reports for internal stakeholders.
- Manage spare parts inventory and support related administrative tasks.
- Participate in ad-hoc projects and other assigned duties.

Qualifications

- Experience in customer service, call centre, or similar environments is preferred.
- Strong communication skills with a professional phone manner and customer-first mindset.
- Proficient in Microsoft Office (Excel, Word, PowerPoint).
- Familiarity with SAP is an advantage.
- Positive attitude, proactive approach, and willingness to learn.
- Training will be provided to ensure success in the role.

Ready to Take the Next Step?

Interested applicants, please click **APPLY NOW** or send a copy of your updated CV to Pinru.chen@jac-recruitment.com for a confidential chat.

Do note that we will only be in touch if your application is shortlisted.

Chen Pinru
JAC Recruitment Pte Ltd
EA License Number: 90C3026
EA Personnel: R25130085

#LI-JACSG
#countrysingapore

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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会社説明