



PR/159564 | Operations Support 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マレーシア

求人ID

1559215

業種

その他

雇用形態

正社員

勤務地

マレーシア

給与

経験考慮の上、応相談

更新日

2025年12月02日 02:00

応募必要条件

キャリアレベル

中途経験者レベル

英語レベル

無し

日本語レベル

無し

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

A global leader in crating, packaging, and logistics solutions is currently seeking a Operation Support Executive to be responsible for handling complex customer inquiries, mentoring junior staff, and improving service processes to enhance customer satisfaction

Job Responsibilities

- Assist HOD to handle end-to-end order management. Process customer order accurately and efficiently, including liaise with. Material Planner, Production, and Logistics Team to ensure customer's order is being handled and arranged accordingly.
- Proactively update customer on order status and changes via email/phone.
- Coach and supervise a team of support and filed personnel while monitoring their performance to ensure smooth day-to-day operations.
- Participate in regular internal briefings to align on operational priorities and customer expectations.
- Monitor and oversee billing administration processes to ensure accuracy and timely invoicing for all relevant operations.
- Oversee the billing team to ensure verification of charges, resolve discrepancies, and maintain proper billing records.
- Build and maintain good relationships with customer ensure customer satisfaction. Proactively identify customer needs and suggest solutions to enhance their experience.
- Work closely with the internal team, Project Management and Sales Support teams to ensure the customer is served in alignment with the business direction.
- Monitor and analyse Operation Support process and develop improvement plan to enhance internal process flow and quality of customer service.

- Follow up on outstanding issues with internal teams to ensure prompt closure.
- Prepare Monthly/Weekly/Daily Report.
- Understand on the requirements for a QMS, including documented information, planning and determining process interactions.

Job Requirement

- 3 – 5 Years of working experience in customer service/ account management or equivalent experience.
- Strong analytical skills.
- Proficient in Microsoft Excel (pivot tables, formulas for pricing), Word, and PowerPoint. Knowledge of ERP system such as Sage X3, SAP, or similar platform is an advantage.

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