



## PR/159692 | Customer Service Manager

### 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

1562367

#### 業種

小売

#### 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11月18日 06:00

### 応募必要条件

#### 職務経験

6年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

流暢

#### 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

#### COMPANY OVERVIEW

A pioneer in the specialty oils and fats industry is seeking a **Customer Service Manager/Team Lead** to lead and elevate the customer experience. This role is central to building lasting client relationships, driving operational efficiency, and leading a high-performing team.

#### JOB RESPONSIBILITIES

- **Customer Relationship Management:** Serve as the primary contact for customers, ensuring satisfaction and fostering long-term loyalty.
- **Order Fulfillment Oversight:** Manage the end-to-end order cycle, ensuring timely and accurate delivery while resolving issues effectively.
- **Team Leadership:** Coach and develop a motivated customer service team committed to excellence.
- **Process Improvement:** Leverage data and KPIs to enhance service delivery and operational efficiency.
- **Cross-Functional Collaboration:** Work closely with production, supply chain, quality, and finance teams to align on

timelines and commitments.

## JOB REQUIREMENTS

- Bachelor's degree in Business Administration or a related field.
- 7–10 years of customer service experience, including 3+ years in a leadership role (preferably in manufacturing or industrial sectors).
- Strong leadership, communication, and conflict resolution skills.
- Proven ability to drive service improvements and foster a customer-first culture.

#LI-JACMY

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会社説明