



PR/159703 | 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

1562375

業種

その他（メーカー）

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

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

Company and Job Overview

Do you take pride in building strong, lasting relationships, and leading teams toward service excellence? If so, we invite you to explore this exciting opportunity. Our client, a pioneer in the specialty oils and fats industry, a fully integrated facility from crushing to manufacturing oils and fats for various industries.

Job Responsibility

- Foster Strategic Partnerships: Serve as the primary point of contact for customers, ensuring their satisfaction and cultivating long-term loyalty through consistent engagement and support.
- Oversee the End-to-End Order Process: Manage the complete order lifecycle—from receipt to delivery—with precision and efficiency, proactively addressing and resolving any issues with sustainable solutions.
- Lead and Inspire Teams: Provide guidance, coaching, and development to build a high-performing team committed to delivering exceptional service standards.
- Drive Operational Excellence: Leverage data insights and key performance indicators (KPIs) to identify opportunities for continuous improvement and enhance service efficiency.

- Collaborate Cross-Functionally: Work closely with production, supply chain, quality assurance, and finance teams to ensure alignment on deliverables, timelines, and customer commitments.

Job Requirements

- Bachelor's degree in Business Administration or a related discipline.
- **7–10 years of progressive experience in customer service, including a minimum of 3 years in a leadership capacity, preferably within the manufacturing or industrial sector.**
- Demonstrated customer-centric mindset, with proven strengths in leadership, conflict resolution, and team development.
- Exceptional communication and interpersonal skills, enabling effective collaboration across all levels of the organization.
- A strong track record of driving continuous service improvements through strategic initiatives and performance optimization.

#LI-JACMY
#countrymalaysia

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会社説明