



PR/159807 | Customer Service Expert

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

1565993

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

2026年01月13日 13:00

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

ネイティブ

日本語レベル

基礎会話レベル

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 Responsibilities

- Provide timely assistance and solutions for customer inquiries.
- Prepare quotations, process purchase orders, and manage claims related to delays, defects, or pricing issues.
- Investigate and resolve complaints, ensuring complete follow-up.
- Correct part number errors, adjust lead times, and coordinate with internal teams.
- Prepare RFQs and POs, monitor inventory, and update systems.
- Communicate delivery changes, expedite shipments, and maintain operational efficiency.
- Support customer service projects, train team members, and cover duties during shortages.
- Ensure data accuracy for KPI reporting and recommend workflow improvements.

Requirements

- Education: Diploma or higher qualification.
- Minimum 3 years of experience in customer service or operations.
- Languages: Bahasa Malaysia and English (additional languages are an advantage).
- Flexibility: Willing to work Saturdays, public holidays, and take on additional duties.

#LI-JACMY
#StateKL

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会社説明