



マレーシアの求人なら
JAC Recruitment Malaysia

PR/160876 | Customer Service Supervisor - Retail Mall

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

1605588

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08月04日 10:53

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

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 vibrant retail and lifestyle destination that brings together a diverse mix of retail, dining, and community experiences. Committed to delivering exceptional customer service and creating memorable experiences for shoppers and visitors, the mall serves as a dynamic hub for leisure, convenience, and community engagement.

Job Overview

The Customer Service Supervisor will be responsible for leading the customer service team to ensure outstanding service delivery to shoppers, tenants, and visitors. This role oversees daily customer service operations, handles escalated issues, supports mall activities, and drives service excellence to create a positive and memorable shopping experience.

Key Responsibilities:

- Supervise the daily operations of the customer service counter, ensuring efficient service delivery, adherence to service standards, and a seamless visitor experience.
- Manage and resolve escalated customer complaints, feedback, and inquiries professionally while maintaining high levels of customer satisfaction.

- Ensure compliance with established customer service procedures, policies, and SOPs, while continuously identifying opportunities for service improvements.
- Lead, coach, and develop customer service personnel through training, performance monitoring, and ongoing guidance to maintain service excellence.
- Prepare duty rosters and coordinate staffing schedules to ensure adequate operational coverage during business hours, including weekends and public holidays.
- Support mall operations by overseeing information services, lost and found processes, gift redemption programmes, customer promotions, and other front-line services.
- Collaborate closely with tenants, security personnel, operations teams, and internal stakeholders to address customer-related matters and enhance the overall shopping experience.
- Assist in the execution of marketing campaigns, mall events, promotional activities, and festive programmes to improve visitor engagement and footfall.
- Prepare regular reports on customer feedback, service performance, customer inquiries, and operational metrics, providing recommendations for continuous improvement.
- Maintain accurate records and documentation of customer service activities while monitoring service levels and identifying areas that require corrective action.

Key Requirements:

- Diploma or Bachelor's Degree in Business Administration, Hospitality Management, Communications, Customer Service, or a related discipline.
- Minimum 3–5 years of customer service experience, with at least 1–2 years in a supervisory capacity. Experience in retail malls, hospitality, or service-oriented industries is preferred.
- Strong leadership, interpersonal, and communication skills with the ability to motivate and manage a customer-facing team effectively.
- Customer-focused mindset with proven ability to handle complaints, resolve issues efficiently, and maintain positive stakeholder relationships.
- Pleasant personality, professional appearance, and a passion for delivering exceptional customer experiences.
- Proficient in Microsoft Office applications; familiarity with customer service management systems or CRM platforms is an added advantage.
- Strong organizational and administrative skills, with the ability to prepare reports and maintain accurate operational records.
- Willingness to work on shifts, weekends, and public holidays to support operational requirements.

#LI-JACMY

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.

Privacy Policy Link: <https://www.jac-recruitment.my/privacy-policy>

Terms and Conditions Link: <https://www.jac-recruitment.my/terms-of-use>

会社説明