



PR/097541 | Customer Care 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 シンガポール

求人ID

1609273

業種

その他（コンサルティング・土業）

雇用形態

正社員

勤務地

シンガポール

給与

経験考慮の上、応相談

更新日

2026年08月25日 10:43

応募必要条件

職務経験

1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

Our client is a rapidly growing organization in Singapore's sustainability and environmental services sector, supporting a nationwide initiative that promotes recycling and resource recovery. Through innovative operational processes and customer-centric solutions, the organization contributes to environmental sustainability while helping to advance Singapore's circular economy goals.

As the business continues to expand, the company is investing significantly in its operations and customer support functions, creating opportunities for individuals who are passionate about delivering excellent customer service and making a positive impact. Employees can look forward to a collaborative work environment, strong career development opportunities, and the chance to contribute to a meaningful environmental initiative with national significance.

JOB RESPONSIBILITIES

We are seeking a mature and customer-focused Customer Care Executive to join a growing Customer Care team. This role

primarily involves managing customer enquiries through email and digital channels, processing refund requests, handling administrative responsibilities, and resolving customer concerns in a professional and timely manner.

The ideal candidate should possess strong written communication skills, be comfortable handling customer complaints and escalations, and demonstrate the ability to remain calm under pressure. This position offers an excellent opportunity for candidates seeking long-term career growth within a fast-expanding organization, with a strong possibility of conversion to a permanent role based on performance and business needs.

Key areas of responsibility include maintaining service quality standards, ensuring timely resolution of customer cases, taking ownership of customer issues from start to finish, and providing support during urgent situations when required.

- Respond to customer enquiries through email and other communication channels.
- Process customer refund requests accurately and promptly.
- Handle customer support and administrative duties.
- Manage customer feedback and complaints professionally.
- Ensure timely resolution of customer cases while maintaining service quality standards.
- Take ownership of customer issues and follow through until completion.
- Support urgent customer matters when required, including occasional weekend assistance.
- Maintain accurate records and documentation of customer interactions.

JOB REQUIREMENTS

- Previous experience in customer service, customer support, administration, contact centre, or related functions is preferred.
- Strong written communication skills.
- Ability to manage customer complaints professionally and remain calm under pressure.
- Comfortable handling administrative and process-driven tasks.
- Self-motivated with the ability to work independently.
- Strong sense of ownership and responsibility when managing customer issues.
- Willing to provide occasional support outside normal working hours when necessary.

Working Location: Singapore

Ng Siew Thien (R22107842)

JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

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会社説明