

PR/160993 | Customer Service 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 マレーシア

求人ID
1609352

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
2026年11月03日 02:00

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
基礎会話レベル

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 global manufacturing solutions provider specializing in precision-engineered components and advanced production technologies is seeking a Customer Service Executive to join their team in Penang. The company serves leading international brands across the consumer electronics, industrial, and technology sectors, offering end-to-end manufacturing capabilities and a strong commitment to innovation, quality, and customer satisfaction.

Key Responsibilities

- Process customer orders and update forecasts in the IFS system.
- Communicate with customers on orders, forecasts, delivery schedules, and changes.
- Coordinate with Planning, Production, Material, and Shipping teams to ensure on-time delivery.

- Monitor customer orders and follow up on potential delays or shortages.
- Coordinate customer requirements with production and material availability.
- Monitor consignment, on-hold, quarantine, and slow-moving inventory.
- Maintain accurate customer and order information in the system.
- Act as the main contact for customer order and delivery matters.
- Build and maintain good relationships with customers.
- Follow up on customer payment and account reconciliation.
- Escalate customer or delivery issues to the superior when necessary.
- Ensure compliance with RBA and Supplier Code of Conduct requirements.
- Perform other duties as assigned by the superior.

Key Requirements

- Diploma or Degree in Business, Supply Chain, Logistics, or a related field.
- Preferably 2–5 years of experience in Customer Service or a manufacturing environment.
- Good communication and customer service skills.
- Good command of English.
- Good computer skills, especially Microsoft Excel.
- Experience with IFS or other ERP systems is an advantage.
- Responsible, organized, proactive, and able to work well with others.

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.

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会社説明