

マレーシアの求人なら
JAC Recruitment Malaysia

PR/161212 | CUSTOMER SERVICE MANAGER (with MNC manufacturing company)

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

1616879

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10月13日 11:06

応募必要条件

職務経験

6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 well-established MNC in manufacturing. They are seeking a highly organized and hands-on Customer Service Manager to lead our Contracts, Documentation & Customer Service team. This role is the operational backbone of the business, coordinating across Commercial, Operations, Finance, Quality, suppliers, customers, logistics partners, and government authorities to ensure smooth execution of international trade transactions. Working location is at Pasir Gudang, Johor.

Key Responsibilities

- Lead and develop the Contracts, Documentation & Customer Service team.
- Manage purchase and sales contracts from confirmation through to final settlement.

- Oversee import/export documentation, customs clearance, shipment tracking, and inventory registration.
- Maintain accurate inventory and transaction records in ERP systems.
- Coordinate closely with internal departments and external stakeholders to ensure seamless operations.
- Liaise with customs, SIRIM, and other authorities to ensure regulatory compliance.
- Resolve documentation issues, shipment delays, and customer enquiries promptly.
- Drive process improvements to enhance efficiency and customer service standards.

Job Requirements

- Minimum 8 years' experience in international trade, logistics, shipping, supply chain, or commercial operations.
- Strong knowledge of sea freight, import/export documentation, customs procedures, and international trade processes.
- Proven leadership experience with the ability to build and develop high-performing teams.
- Excellent organizational, communication, and stakeholder management skills.
- Detail-oriented, self-driven, and capable of handling multiple priorities in a fast-paced environment.

#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