

The SYNBONE-Group is an innovative & fast-growing company, in the field of surgical education, providing advanced anatomical models and simulators for education and surgical procedures. Our customers are representing medical device manufacturers, education institutes, universities, and hospitals in over 80 countries.

Are you a proactive and customer-focused individual with exceptional communication skills? We are looking for a passionate and professional Customer Service Officer to join our dynamic team. If you excel in delivering outstanding service, have a keen eye for detail, and thrive in a fast-paced environment, we want to hear from you!

Customer Service Officer (Malaysia - Kulai, Johor)

Job Description

- Provide outstanding customer service by responding to inquiries, resolving issues, and addressing customer concerns via phone, email, or in-person meetings (Microsoft TEAMS) across different regions (EMEA, LATAM, APAC, NA, MENA).
- Process customer orders accurately and in a timely manner, ensuring all details are entered correctly into the ERP system (Microsoft Business Central).

Job Responsibilities

- Process global sales orders via emails and phones efficiently and accurately.
- Maintain customer records in the ERP system, including updating information and order details.
- Identify customers' needs, develop value propositions to meet their requirements, enhancing overall customer satisfaction together with the regional Business Development Managers and the Product Management.
- Demonstrate patience and confidence in resolving customer tasks, addressing quality issues, managing return delivery processes, and offering recommendations and solutions promptly.
- Assist the sales team with administrative tasks such as preparing sales quote, order confirmation, maintaining customer databases, and coordinating sales-related activities.
- Collaborate closely with the production team to understand production schedules, capacity, and lead times for order fulfillment.
- Communicate shipping updates, tracking information, and delivery status to customers proactively, Familiar with shipping terms (incoterms) e.g. DAP, DDP, Ex-Work.
- Stay updated on product/service offerings, pricing, and promotions to effectively communicate information to customers and support sales team.
- Maintain accurate records of customer interactions, transactions, and communications for future reference and analysis.

Job Requirements

- Bachelor's Degree in any field is required.
- 3-5 years of working experience in customer service, logistics and administration in an international acting company.
- **Basic knowledge of ERP systems and CRM**; ideally with Microsoft Business Central is advantageous.
- Familiarity with shipping processes is an added advantage.
- Effective communicator with strong written, verbal, and interpersonal communication skills, along with leadership abilities.
- Knowledge of production planning is required to ensure coordination between sales and production teams.
- Proficiency in fluent business English and Bahasa Malaysia, both written and verbal.
- Ability to speak either German, Spanish, or Portuguese is a definite advantage.

Benefits & Others

- Internal and/or external trainings for further development.
- Work in an international environment.
- Assured fair performance-based remuneration, based on the grade of work and responsibility.

Application

Please email your covering letter and CV to jaymes.pang@synbone.com.

For further information please do not hesitate to contact Mr. Jaymes Pang at +60 7660 8220 (Ext. 311).