

Permanent Contract – Customer Support Manager

NYCO is a French company specialized in the development and manufacture of synthetic ester bases and high-performance lubricants for the Aerospace, Defense, and Industrial sectors worldwide. As a major and recognized player in the market, NYCO employs 300 people worldwide and operates in over 100 countries.

Job description

Based in our Singapore office, you will be entrusted with this new role to oversee daily operations with our customers across the Asia Pacific region. Your responsibilities will also include coordinating internal operations with our manufacturing plants, as well as facilitating communication and collaboration with our head office in Paris. You will report to the General Manager APAC, based in Singapore, and have a functional reporting line to the Global Customer Support Manager located at our headquarters.

Main duties :

- Oversee daily operations with customers across the Asia Pacific region, ensuring service excellence and customer satisfaction
- Coordinate internal processes with manufacturing plants to ensure timely and accurate order fulfilment, including safety stock levels locally
- Serve as the primary point of contact between the Singapore office, regional customers, and the HQs
- Monitor and report on operational performance metrics, identifying areas for improvement
- Ensure compliance with company policies, procedures, and quality standards
- Handle escalations and resolve customer issues in a timely and effective manner
- Prepare reports for management on customer feedback, operational challenges, and performance
- Contribute to continuous improvement of processes, workflows, and customer service strategies
- Prepare quotations, register orders in the ERP system (SAGE X3), and manage the order-to-delivery process, including logistics and payment follow-up
- Preparation of technical and quality responses in collaboration with cross departments
- Assist in organizing conferences and events and support the implementation of the quality system in accordance with ISO 9001 standards

Profile

- **Experience:** Minimum 3-5 years of relevant experience in international customer service, operations, or supply chain management, preferably within the aerospace or defence industry.
- **Technical Skills:** Proficient in using ERP systems and Microsoft Office Suite.
- **Knowledge:** Familiarity with Sage X3 ERP and ISO 9001 is highly desirable.
- **Communication:** Excellent interpersonal and communication skills, with the ability to interact effectively with customers, plant teams, and headquarters.
- **Organizational Skills:** Strong organizational and time management abilities, with attention to detail and the capability to manage multiple priorities.
- **Languages:** Fluent written and spoken English, and business-level written and spoken Mandarin specifically, the ability to conduct customer calls and draft written correspondence in Mandarin without assistance. Mandarin is required because the role handles day-to-day customer support for Mandarin-speaking customers and counterparties across Asia Pacific, including quotations, order processing, delivery coordination, and technical, quality and service issues, a substantial part of which is conducted in Mandarin by telephone and in written correspondence

Contract type :	Permanent / Full-time
Status :	Singaporean or PR
Availability :	January 1 st 2027
Place :	Singapore, Paya Lebar MRT

Please send your CV and motivation letter to : pedro.dasi@nyco-group.com