



## Service Staff at Call Centre / コールセンター スタッフ

## Job Information

**Recruiter**

Cornerstone Recruitment Japan K.K.

**Hiring Company**

American cosmetic medical device manufacturer / アメリカの美容医療機器メーカー

**Job ID**

1454379

**Industry**

Medical Device

**Company Type**

International Company

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience

**Refreshed**

December 12th, 2024 05:00

## General Requirements

**Minimum Experience Level**

Over 1 year

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Native

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

## Job Description

**【職務内容】**

- サービスシステムServiceMaxを使用した業務：新規顧客登録、顧客情報の更新、ユーザーの機械登録、新規保守契約の登録、未承認機購入のドクターの登録など
- ERP Oracleを使用した業務：Spare PartsのSales Order Booking、東日本営業分のWork Order Booking、顧客登録（ユーザーの新規分院、代理店とのリレーション登録）など
- 請求書関連業務（請求書内容の確認、請求書の印刷・PDF保存）※月末には一覧作成の施設あり
- 「得意先クリニック系列院の保守契約内消耗品発送一覧表」作成、得意先代理店へFAXにて報告

- DM発送時の宛名印刷
- アドミ業務のマニュアル作成
- サービスエンジニアの補助業務
- その他：Parts Orderの作成、Work Orderのディスパッチ（CaseおよびWork Orderの作成含む）、コールセンター業務（注文・問合せ対応、修理依頼の取り次ぎ）、請求書の封入

#### 【応募条件】

必須条件：

- Word、Excelのスキル
- 学歴不問

歓迎条件：

- Oracle、Service MAXを使っていた経験

## Company Description

**Cornerstone Recruitment Japan is focused on placing bilingual professionals in a wide range of market leading companies.**

Focusing across all sectors, we leverage the network of our experienced consultants to provide both clients and candidates with high end service levels and most importantly results.

We are passionate about helping our clients in securing the best talent on the market, by introducing unique profiles who can give them the edge in an increasingly competitive recruitment market.

Established in 2019, in partnership with Cornerstone Global Partners and with investment from Morgan Stanley, Cornerstone Recruitment Japan strives to be the recruitment partner of choice for all Tokyo based clients and candidates.

### Our Mission

The Cornerstone. As every building requires a cornerstone, we believe people are the cornerstone of every great company. Our recruitment experts are passionate about bringing together great people with great companies.

### Our Business Sectors

- Accounting & Finance
- Financial Services
- Human Resources and Office Professionals
- Industrial
- Information Technology
- Legal & compliance
- Life Science
- Supply Chain & Procurement
- Marketing
- Sales

### Our Services

#### • Contingency

Many clients choose to utilize our success based contingent recruitment service. We take the time to fully understand the job brief before presenting a tailored shortlist of 5 to 6 candidates from our expansive existing network. This service comes with no obligation to hire and our clients only pay a fee when the successful candidate joins.

#### • Retained

Our retained service is particularly successful for clients with high profile/critical hiring needs, or niche searches that involve a significant amount of time unearthing candidates from outside our existing network. Clients who choose our retained service benefit from the introduction of exclusive headhunted candidates and top prioritization from the Cornerstone team.

#### • Market Entry

With a wealth of experience in the Japan market, our consultants have successfully helped many clients enter the Japan market. We can help you secure that critical first hire, as well as providing a consultation service, to make sure that your business is well prepared for all the initial hurdles it will face.