



横浜みなとみらい 【Product Support Operations Rep】 英語力が活かせる！

外資系建設機械のパイオニア

## Job Information

### Hiring Company

Caterpillar Japan LLC

### Job ID

1457951

### Industry

Machinery

### Company Type

Large Company (more than 300 employees) - International Company

### Job Type

Permanent Full-time

### Location

Kanagawa Prefecture, Yokohama-shi Nishi-ku

### Train Description

Minatomirai Line Station

### Salary

6 million yen ~ 8 million yen

### Salary Bonuses

Bonuses included in indicated salary.

### Work Hours

8:30-17:30

### Holidays

土日祝

### Refreshed

September 30th, 2024 21:31

## General Requirements

### Minimum Experience Level

Over 6 years

### Career Level

Mid Career

### Minimum English Level

Business Level (Amount Used: English usage about 50%)

### Minimum Japanese Level

Fluent

### Minimum Education Level

Bachelor's Degree

### Visa Status

Permission to work in Japan required

## Job Description

Job Description

This PSOR role will be responsible for supporting dealer sales revenue in conjunction with the Senior PSOR. Key projects include but are not limited to the execution and governance of the following SEP key focus:

1. CAP & CAP – Technician Capability
2. Condition Monitoring / CVA Process Enhancement
3. TCDP-A accreditation Project

**Other responsibilities include, but not limited to:**

- Liaising with dealers, customers, and other Caterpillar personnel to analyze, identify and develop solutions that are strategic in nature.
- Assisting dealers in business planning including recommending changes to facilities, tooling, systems to improve efficiency and effectiveness.
- Counsel dealers in developing increased human performance capability (i.e. assess, identify and implement performance gap solutions).
- Conduct detailed analyses of dealer Parts and Service operations with special emphasis on streamlining processes and improving dealer Cap & Cap and profitability.
- Apply decisions to support dealer effectiveness, safety, overall segment growth, process improvement, warranty policy.
- Support rollout of new products, services and solutions (e.g., products, parts, customer service agreements, other service solutions)
- Stay abreast of industry, technology and digital advancements and incorporate within Caterpillar and dealers to meet customer needs.

【雇用形態】 正社員

【勤務地】

横浜オフィス  
横浜市西区みなとみらい3-7-1 12F

【就業時間】

8 : 30～17 : 30

- 休憩時間：60分
- リモート勤務可能（週1日は必ず出社）

【休日休暇】

年間休日125日

- 年末年始
- 夏季休暇
- 有給休暇
- 完全週休二日制

【諸手当・福利厚生】

- 通勤手当
- 各種社会保険：健康保険、厚生年金、雇用保険、労災保険

【採用方法】

書類選考→1次面接（Teams）→2次面接（対面）→内定

## Required Skills

**Critical skills in this role include:**

- Customer Focus
- Service Excellence
- Problem Solving and Consulting
- Decision making and Critical Thinking
- Effective Communications
- Relationship and Project Management

**Other requirements**

- Successful candidates should possess English language capability at business level.

## Company Description