



## Customer Service Executive(B2B)

### Job Information

**Hiring Company**[IDEMIA Japan K.K.](#)**Subsidiary**

IDEMIA JAPAN

**Job ID**

1470711

**Division**

IST\_PS

**Industry**

Other (Banking and Financial Services)

**Company Type**

International Company

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

3 million yen ~ 4.5 million yen

**Salary Bonuses**

Bonuses included in indicated salary.

**Refreshed**

July 9th, 2024 09:00

### General Requirements

**Minimum Experience Level**

Over 1 year

**Career Level**

Entry Level

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

**Job Summary**

This position has the responsibility for the day to day delivery of services for its PS customers (Major Banks, innovative Fintechs, Payments leaders). The CSE will be the first point of contact for several customers and the prime interface to our organisation locally and in the region. The person will have an end-to-end responsibility for a range of customer requirements that includes; daily operations related to card issuance, stock ordering (factory to service center), artwork

management, query and complaints, change request co-ordination, forecasting and customer/management reporting.

The role is pivotal to IDEMIA and the Customer which calls for a dynamic individual who are confident in managing the complexities of card supply and the daily demands of an operations environment while dealing with high profile Financial Institutions. The person will work closely with the customers, sales, technical and operations teams. Interface with Idemia factories and vendors as well with freight providers all in effort to deliver the service requirements of our Customers. To join the Customer Service team for APAC, the person must possess strong customer management skills, order management experience and be proficient in administration of the Customer.

This position at all times to maintain a high level of satisfaction as one of the key pillars to the IDEMIA business and team.

### **Duties and Responsibilities:**

#### **Key Objectives**

- Development of a positive relationship with the Customer for customer satisfaction
- Adherence to Customer SLA contract
- Smart card ordering and delivery
- End of the month processing/Invoicing
- Accurate and timely report on forecasting
- Complaint management if any

#### **Responsibilities**

- Ownership of the 1st line of customer relationship/management of Customer requests from the network of personnel . Consistent focus on customer satisfaction acknowledge and response within 24 hrs.
- Manage customer order expectations with regular status and update and maintenance of customer work in progress (WIP).
- End to end management of the order process includes: Receipt of Purchase Orders (PO's), order entry with Idemia ERP tools (AX,SAPB1/D365) ; dispatch specifications to factories , tracking until receipt at Idemia and partner service centers.
- Daily communication to customer, vendors and Idemia departments on matters of requests, order progress and problem management
- Ownership and adherence to Service Level Agreements (SLA's)
- Ownership and accurate delivery of all reporting (as detailed below). Includes reconciliation of paperwork
- Ownership of the relevant internal and vendor relationships and the management of all contact related to their daily activity to deliver IDEMIA and customer. Intercompany liaison on behalf of the customer and local team
- Scope, execute and coordinate customer invoice adhoc and projects related to manufacture and personalisation
- Oversee artwork design and development through card manufacture
- Ownership of the customer billing cycle and internal sales allocation. Includes:
- Oversee invoicing
- Forecast base on PO and factory CDD commitment (current 2 months)
- Troubleshoot requests, issues and escalate as required
- Utilization and maintenance of various internal systems to process customer actions (change requests /artwork originations /complaints), which requires a competency level in order to manage these the different activities, projects and artwork developments.
- Communication of all customer requirements throughout Idemia departments locally and regionally.
- Other tasks that will be assigned from time to time to support the business unit.
- General administration and housekeeping associated with managing accounts
- Have primary responsibility for day to day risk management.

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### **Required Skills**

#### **Qualifications / Eligibility**

##### **Education:**

- Degree or equivalent certificate in Business or like qualifications
- Proficient in English language and Fluent in Japanese

##### **Work Experience:**

- Previous experience in card or printing industry is a plus. Packaging & Logistics also a good fit
- Experience in customer service role with Tier 1 Customer exposure. New graduate from top school and good analytical skills can be considered.
- Excel proficiency is a must. ERP experience will be a plus for quick integration.
- Competent in managing, organising, controlling and completing assigned daily/weekly tasks to given deadlines
- Excellent customer service skills, communication (written and oral) and presentation skills

##### **Other Skills:**

- Operationally inclined and detail oriented
- Highly organized, proficient and motivated to deliver
- Can work well under pressure and challenging circumstances
- Team player & positive attitude

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### **Company Description**

