

Baker Hughes

Customer Care Specialist

Job Information

Hiring Company[Baker Hughes Japan](#)**Subsidiary**

Baker Hughes

Job ID

1474252

Industry

Other

Job Type

Permanent Full-time

Location

Tokyo - Other Areas

Salary

Negotiable, based on experience

Refreshed

July 24th, 2024 09:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Entry Level

Minimum English Level

Daily Conversation

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Customer Care Specialist

Do you like creating/managing customer service processes data, identifying improvement areas, develop solutions and track their implementation?

Do you like initiate efficiency, simplicity and quality within the customer facing organizations?

Join our Customer Care Team

Our team develops and maintain the key user community within our customer base and inside key Baker Hughes support functions.

Partner with the best

Our team develops and maintains the key user community within our customer base and inside internal key Baker Hughes support functions

As a Customer Care Specialist, you will be responsible for:

- Responding to customers' quote requests and coordinate response if a request is different from the standardized offers.
- Creating orders in ERP system and manage orders, blocks, backlog, payment, shipment, etc.
- Managing risks (Know Your Customer, cash, credit checks, etc.) and disputes throughout Inquiry To Remittance cycle while maintaining good customer relationship
- Managing cases in salesforce effectively and efficient. Managing customer database and ERP set-up workflow
- Working closely and provide strong support to sales team within the region. Managing targeted clients within the region.
- Coordinating with different functions (finance, service, logistics, etc) and regions (JP, SEA, Ireland, US) within the company to fulfill the orders

Fuel your passion

To be successful in this role you will:

- Have a bachelor degree in related field
- Have at least 2 years of experience in customer service management
- Be familiar with SAP system and Microsoft Office
- Be able to demonstrate native level in Japanese and have fairly good English communication skills
- Have a good interpersonal skills and team spirit
- Demonstrate ability to work well under pressure and at fast pace in a dynamic environment

Work in a way that works for you

We recognize that everyone is different and that the way in which people want to work and deliver at their best is different for everyone too. In this role, we can offer the following flexible working patterns:

- Working flexible hours - flexing the times you work in the day

Working with us

Our people are at the heart of what we do at Baker Hughes. We know we are better when all of our people are developed, engaged and able to bring their whole authentic selves to work. We invest in the health and well-being of our workforce, train and reward talent and develop leaders at all levels to bring out the best in each other.

Working for you

Our inventions have revolutionized energy for over a century. But to keep going forward tomorrow, we know we have to push the boundaries today. We prioritize rewarding those who embrace change with a package that reflects how much we value their input. Join us, and you can expect:

- Contemporary work-life balance policies and wellbeing activities
- Comprehensive private medical care options
- Safety net of life insurance and disability programs
- Tailored financial programs
- Additional elected or voluntary benefits

Company Description