



JAC Recruitment

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Vietnam



Customer Service Agent (PR/093856)

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1486263

Industry

Other (Distribution, Retail, Logistics)

Company Type

International Company

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

July 19th, 2024 14:20

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Other Language

Vietnamese - Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

No permission to work in Japan required

Job Description

JOB RESPONSIBILITIES

- Be the contact window to maintain good relationships with customers, and meet or exceed customer satisfaction.
- Process sales orders and invoices.
- Prepare shipping documents.
- Prepare correspondences and fulfill customer needs to ensure customer satisfaction.
- Maintain customer records by updating customer information.
- Resolve product or service problems by clarifying the customer complaint, selecting, and explaining the best solution to solve the problem, expediting correction or adjustment, follow up to ensure resolution.
- Handle and follow up on sales/delivery inquiries, including payment issues.
- Plan, arrange, and track delivery schedule.
- Follow up with customers on orders and payments.

- Generate sales, inventory, and other reports.
 - Work closely with the warehouse team on stock availability and its -lead time.
 - Any other tasks assigned by the leader as needed.
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Required Skills

JOB REQUIREMENTS

- University graduated
- At least 1-2 years experience in Customer Service in Logistics industry.
- Experience with ISO standards as a benefit.
- Experience in the Packaging industry (corrugated, foam, wooden, or plywood) or related to the packaging industry is seen as a plus
- Language: Advanced Japanese (N2)
- Effective verbal and written communication in Vietnamese and English with customers, suppliers, and all other departments
- Good quality problem-solving and decision-making skills.
- Excellent office software skills (MS Excel and MS PowerPoint)
- High workload capability
- Highly motivated and independent
- ERP experience is a plus.
- Document Control System (such as Master Control) experience is a plus.

BENEFITS

More details shall be discussed in the interview

Company Description