



JAC Recruitment

We are recruitment specialists around the globe

Vietnam



Customer Service Agent (PR/093856)

A global packaging and logistics company

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1487018

Industry

Logistics, Storage

Company Type

International Company

Job Type

Permanent Full-time

Location

Vietnam, Bac Ninh

Salary

Negotiable, based on experience

Refreshed

September 3rd, 2024 00:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

COMPANY OVERVIEW

Our client is a global packaging and logistics leading company

JOB SUMMARY

Customer Service Agent will locate at Bac Ninh factory and manage all customer communication and process the required documents to be able to manage the shipments, orders, and invoices. Customer service agent will also handle customer complaints and create the required reports. This position will report to Customer service and logistic Assistant Manager in Vietnam.

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.
-

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

- Salary: Upto 22,000,000
- Bonus: min 1 month salary
- Annual company trip, insurance compliance with Labor law
- Working time: Monday - Saturday (Saturday can WFH)
- Support transportation by company car

LOCATION

Bac Ninh

Company Description