



Assistant Manager or Manager / Customer Support Department

世界23カ国に拠点を置く<外資系>太陽光パネルメーカー

Job Information

Hiring Company

Canadian Solar Japan

Job ID

1487711

Division

Customer Support Department

Industry

Petrochemical, Energy

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chuo-ku

Salary

8 million yen ~ Negotiable, based on experience

Salary Bonuses

Bonuses paid on top of indicated salary.

Refreshed

August 1st, 2024 11:59

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Reports To General Manager, Canadian Solar Japan KK

Position Summary:

Oversees mainly field service operations in the Customer Support Department, which is responsible for after-sales field service operations, technical support and quality assurance operations, and the issuance and review of product warranties.

Duties and Responsibilities

- Oversee the field service operations, including progress management of after-sales activities, field service utilization management, customer reporting, management of collaboration with external subcontractors, and annual budgeting.
- Maintain a database of after-sales activities and report on these activities to top management.
- Collaborate with internal and external parties to address quality issues with our modular products and peripherals.
- Develop inventory plans for products and parts for maintenance and replacement.

- Liaise with the CS department at headquarters to discuss quality issues and share information in English on a regular basis.
- Plan the hiring, training, and evaluation and execute performance review of Customer Support Section staff.

Required Skills

Qualifications and Experiences

Education & Training

- Bachelor's degree or being equivalent in experiences and knowledges

Skills & Abilities

- Minimum 5+ years' experience in product management, in the energy sector or within the PV industry. Experience in Power Electronics, PV Inverter technology, Energy Storage is must. Additional experience in PV project or PV system design and Module Level Power Electronic (MLPE) is a plus.
- Experience with JET certification and technical requirements for Power Electronics products is a must.
- Able to perform project simulation as needed in PVSyst is a plus.
- Experience interacting with sales and business development teams and B2B sales channels, and working experience in direct sales to commercial and industry business is a plus.
- Excellent technical aptitude and ability to quickly learn detailed information about the existing product portfolio and to communicate and answer technical and product related questions and topics.
- Understanding and application of financial product calculation – product cost and product sales price definition, analysis and recommendation.
- Excellent social and interpersonal skills as well as the ability to work with others effectively, locally and also over multiple time zones and different cultures.
- Ability / Willingness to travel (up to 35%, also internationally).
- Articulate with strong writing and presentation skills in person and remotely via webinar tools.

Personal Characteristics:

- Familiar with process control and work planning, able to think big picture and be aware of and pursue overall profit as well as familiar with Failure Assessment.
- Strong with numbers and an understanding of the activities and factors behind the numbers
- Ability to build trust and collaboration with relevant cross functional departments within the company including Sales, Product Management.

Knowledge & Experiences

- Field service experience (minimum 3 years) in the electrical and electronics field in the past career
- Experience in people management (5+ people for a minimum of 2 years)
- 5 years of experience in after sales service manager.

Languages

- Japanese native (written and speaking)
- Business English (TOEIC 800 or being equivalent)

Preferable Qualifications and Experiences

- Chinese

【勤務地】

■本社／東京都中央区京橋1-13-1 WORK VILLA KYOBASHI 6F

<アクセス>

都営浅草線「宝町駅」徒歩2分

東京メトロ銀座線「京橋駅」徒歩4分

JR各線・東京メトロ丸ノ内線「東京駅」徒歩8分

東京メトロ日比谷線「八丁堀駅」徒歩8分

【勤務時間】

9:00～18:00（フレックスタイム制）

コアタイム：11:00～16:00

【休日休暇】

・土日祝休み

・年間休日125日＋夏季休暇5日、有給休暇

・年末年始休暇（12月29日～1月4日）

【福利厚生】

・社会保険完備

・カフェテリアプラン

・団体保険加入可

Company Description