



Senior Customer Service Representative

Job Information

Hiring Company

Momentive Performance Materials Inc.

Job ID

1489813

Industry

Chemical, Raw Materials

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

(Almost) All Japanese

Job Type

Permanent Full-time

Location

Gunma Prefecture, Ota-shi

Train Description

Iseaki Line, Hosoya Station

Salary

4.5 million yen ~ 8 million yen

Refreshed

September 11th, 2024 01:00

General Requirements

Minimum Experience Level

Over 3 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

Position Summary:

The Position is the prime contact for order related activities and is responsible for providing best in class / excellent customer service for external customers and business partners (distribution) by utilizing excellent, in-depth business knowledge; Products knowledge and Order to Cash process- Closely collaborating with ad hoc departments: SI OP; Logistics; Quality as examples – non exhaustive list . Acting as the extended arm of the business (commercial), playing key role as profitability drive by providing proactive support

to sales and customers in perspective of ensuring execution and meeting (exceeding) Customer's expectations/ satisfaction as well as serve as an internal Subject Matter Expert.

Responsibilities Include

Tasks and responsibilities of the position:

1 Order to Cash

Efficiently process Order-to-Cash activities from Contract Management to Order Management through order confirmation; ad-hoc invoicing till delivery at customer site – all order types & customers. For example,

- Keep clients informed proactively about order status and take appropriate actions to maximize Momentive ability to Serve.
- Act as the front-line business role (aside commercials) for all inquiries related to products, services, and supply chain to ensure full satisfaction of customers on products, services and features.
- Analyze data from SAP reports to identify open issues and take actions.
- Act as the interface communication flow between Sales, Demand Planners, logistic services, and all other support departments such as Product Stewardship, Trade Compliance and Quality.
- Receives, enters, handles customers non-conformance / claims, and ensure proper feedback is provided.
- Build sustainable relationship of trust through open and pro-active communication.
- Develops and provides solutions to a variety of technical problems of moderate scope and complexity.

2 Responsible for Subject Matter Expert Activities, projects and analysis includes:

- Coach Account Specialists on day-to-day troubleshooting & how to resolve process problems.
- Act as Subject Matter Expert (SME) as well as coach and provide back up support on the following process: consignment, export, samples, month end management and others SAP test and validate process as assigned.
- Serve as backup for other account specialists outside the normal backup schedule.
- Responsible for phone calls on a rotational basis depending on the business need.
- Participate on functional and related projects.
- Participate in both internal and external order management audits.

Travel Requirements

At least 3 times per year : Customer Visits + Commercial trade shows aside with commercials.

Required Skills

Basic Qualifications:

- 1.5 to 5 years' experience as an account specialist or similar positions.
- Customer focused mindset with the ability to develop business relationships with internal / external customers and suppliers.
- Master in SAP (SD module)
- Fluent English & Japanese
- Proficient in Microsoft word & basic proficiency in Excel.
- Ability to handle multiple requests and demands on time, prioritize workload depending on needs of customer and business for on-time completion of each request.
- Display strong business acumen enabling to take initiative and ownership of difficult customer situation
- Inspires top performance in others by example of work ethic and job performance with proven ability to successfully coach others.
- Ability to maintain composure under stress, a sense of urgency with excellent organizational skills.
- Have leadership potential to lead team members and organize cross-functional activities/projects to drive improvement as long-term requirements.
- Interested / passionate about Supply Chain topics in Chemical Industry / Solid organization and time management skills; Motivated to succeed, flexible in approach, able to work under pressure, and consistently deliver the required performance; Positive attitude: ability to work well in a team.

Preferred Qualifications:

- Experience in chemical industry.
- Experience in ERP SAP.
- Logistics or supply chain related experience.

What We Offer

At Momentive, we value your well-being and offer competitive total rewards and development programs. Our inclusive culture fosters a strong sense of belonging and provides diverse career opportunities to help you unleash your full potential. Together, through innovative problem-solving and collaboration, we strive to create sustainable solutions that make a meaningful impact. Join our Momentive team to open a bright future. **#BePartoftheSolution**

About Us

Momentive is a premier global advanced materials company with a cutting-edge focus on silicones and specialty products. We deliver solutions designed to help propel our customer's products forward—products that have a profound impact on all aspects of life, around the clock and from living rooms to outer space. With every innovation, Momentive creates a more sustainable future. Our vast product portfolio is made up of advanced silicones and specialty solutions that play an essential role in driving performance across a multitude of industries, including agriculture, automotive, aerospace, electronics, energy, healthcare, personal care, consumer products, building and construction, and more.

Momentive believes a diverse workforce empowers our people, strengthens our business, and contributes to a sustainable world. We are proud to be an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, status as a protected veteran, or any characteristic protected by law.

To be considered for this position candidates are required to submit an application for employment and be of legal working age as defined by local law. An offer may be conditioned upon the successful completion of pre-employment conditions, as applicable, and subject to applicable laws and regulations.

Company Description