



「プロだからわかる、あなたのスキルが活躍の場所」
60以上の業界・職種に特化した専門チームがサポート

Robert—
—Walters

【英語を活かす】カスタマーサポート / Customer Support

自動車部品メーカーにて、カスタマーサポートの求人がございます。

Job Information

Recruiter

Robert Walters Japan (ロバート・ウォルターズ)

Hiring Company

自動車部品メーカー

Job ID

1489897

Industry

Automobile and Parts

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 7 million yen

Work Hours

お問い合わせください

Holidays

完全週休2日制, 土日祝日休み, 有給休暇

Refreshed

August 8th, 2024 11:43

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

A global leader in automotive products is seeking a Customer Support professional. The selected candidate will handle customer inquiries, manage orders, and support sales activities to ensure smooth operations and target achievement.

Responsibilities:

- Provide accurate information to customers regarding stock availability, order status, and product line-up
- Update product lists and pricing for accurate information on phase-in/phase-out items
- Process orders, including entry, credit checks, and delivery arrangements
- Manage return orders, arrange pick-ups, and issue credit notes

- Monitor and clean order status to ensure timely processing
- Analyse KPIs, report outcomes, and implement improvements to support sales

Requirements:

- Bachelor's degree or above in Sales, Administration, Logistics, or related field
- More than 3 years of experience in program or project management
- Experience in stakeholder management and using data to drive improvements
- Proficient in SAP and advanced IT skills (MS Office Suite)
- Fluent level Japanese; business level English

About the Company:

This organisation is a leading global provider of high-quality tires and rubber products, serving various sectors with innovative solutions. With a strong commitment to excellence and sustainability, it operates a robust network to meet the diverse needs of customers worldwide.

Keywords:

カスタマーサポート, 注文管理, SAP, KPI分析, 営業支援, 求人, 外資系

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Company Description

We've been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs for over 20 years. We operate a team-based profit share system which, we believe, sets us apart from the majority of competitors by enabling us to always put the interests of our clients and candidates first. That means we can find the best fit for employer and job seeker, and we never push people into unsuitable roles.