



「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】カスタマーサービス代表/ Customer Service Representative

テクノロジーカンパニーにて、カスタマーサービス代表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

テクノロジーカンパニー

Job ID

1490096

Industry

Electronics, Semiconductor

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 9 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 27th, 2024 00:00

General Requirements

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

A renowned industrial equipment manufacturer is seeking a Customer Service Representative. The selected candidate will manage customer interactions, handle orders, and coordinate between sales and logistics.

A leading provider of innovative electrical solutions and products, dedicated to advancing technology and enhancing efficiency. With a strong focus on customer satisfaction and sustainable practices, the company delivers top-quality electrical systems and components across diverse industries.

Keywords:

カスタマーサービス, サポート, コミュニケーション, 接客, 求人, 外資系

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Responsibilities:

- Serve as the primary contact for customer transactions and support sales with evaluations and order handling
- Process and verify customer orders for compliance and pricing; liaise with customers and sales
- Enter orders into SAP and confirm receipt with customers
- Address customer inquiries regarding stock, order status, and delivery
- Coordinate product replacements and analyses with sales and factory
- Manage documentation of quotations and sales orders, update data using Power BI
- Assist sales and marketing efforts as needed
- Provide backup support for logistics and accounting in emergencies
- Propose initial solutions to customers via phone, chat, or online
- Occasionally support field sales with large quotations to enhance confidence
- Renew TIIS certificates regularly

Requirements:

- Bachelor's degree or above
- More than 5 years of experience in customer service or sales engineer
- More than 3 years of experience in SAP for order processing or relevant ERP systems
- Skilled in MS Office Suite
- Proficient in English (TOEIC 600+ is ideal)

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.