



Michael Page

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Customer Service Manager for Leading Medical Company

CS Manager for Leading Medical Company

Job Information

Recruiter

Michael Page

Job ID

1493573

Industry

Medical Device

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ 9 million yen

Refreshed

September 10th, 2024 12:00

General Requirements

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

The Customer Service Manager oversees two Teams and handles project related tasks and covering inquiries coming in from the sales representatives, dealers, or hospitals regarding orders, availability, pricing, and other inquiries.

Client Details

A leading medical device company specializing in orthopedic products.

Description

The Customer Service Manager oversees two Teams and engages in the following main responsibilities:

- Handling project related tasks and covering inquiries coming in from the sales representatives, dealers, or hospitals regarding orders, availability, pricing, and other inquiries
- Being able to train the CS Team when necessary
- Communicate with other internal departments (e.g. sales team) and contribute to workflow improvements as needed.

Job Offer

- Very dynamic job scope, perfect for candidates who like fast-paced environments
- Standard working hours and remote work allowed (partial)

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.

Required Skills

The successful candidate presents the following qualifications:

- Customer service experience in Japan in the FMCG / Manufacturing industry
 - Solid people management experience

 - SAP experience welcome but not mandatory
 - Bachelor's Degree
 - Ability to handle multiple tasks and requests simultaneously in a fast-paced work environment
 - Good communication skills and attention to detail
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Company Description

A leading medical device company specializing in orthopedic products.