



## Customer Experience Representative

### Job Information

#### Hiring Company

CommScope Communications Systems K.K.

#### Job ID

1496925

#### Industry

Communication

#### Job Type

Permanent Full-time

#### Location

Tokyo - 23 Wards

#### Salary

4 million yen ~ 6.5 million yen

#### Salary Bonuses

Bonuses paid on top of indicated salary.

#### Refreshed

October 3rd, 2024 11:40

### General Requirements

#### Minimum Experience Level

Over 3 years

#### Career Level

Entry Level

#### 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

In our 'always on' world, we believe it's essential to have a genuine connection with the work you do.

Due to our continued growth and customer demand, we are hiring a Representative, Customer Experience to support the Outdoor Wireless Network (OWN) business segment, which supports the backbone of outdoor cellular and Wi-Fi systems.

How You'll Help Us Connect the World:

- Order Management - Process sales orders from Customer and follows through till shipment (Order entry, Acknowledgement, Confirmations, Change notifications and etc.)
- Monitor/follow up on shipment schedule to ensure timely delivery; Expedite and communicate pro-actively with customers on the material availability and shipment status.
- Provide pre and post order support to customers e.g. Quotations, Lead-time check, Rebates claim processing and etc.
- Respond to all Customer's enquiries.
- Work with Customers and Sales Team to develop a better understanding of our products and their place in meeting customer needs.

- Communicate and work closely with the Materials Management and/or Operations team to anticipate projects, completion timetables, and potential scheduling issues.
  - Provide support and back-up assistance to peers.
  - Develop and maintain constructive and cooperative working relationships with customers, prospects, colleagues and supervisors and maintain them over time
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## Required Skills

### Required Qualifications for Consideration:

- Bachelor's degree with a minimum of 3 years of experience in Customer Support, Customer Service, or Order Management, preferably in the IT industry.
  - Fluent in Japanese with a high level of English proficiency.
  - Excellent communication, negotiation, presentation, and facilitation skills.
  - Exceptional attention to detail, time management, and organizational skills.
  - Ability to collaborate effectively across virtual functions and teams.
  - Strong ability to prioritize workload to meet challenging deadlines.
  - Capable of multitasking efficiently and working well under pressure.
  - Proficiency in Microsoft tools, especially Excel and Outlook.
  - Prior knowledge of SAP, Business Objects, and CRM Dynamics is advantageous.
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## Company Description