



カスタマーサポートスーパーバイザー（倉庫・物流業界）

アメリカ本社 大型倉庫内での建機/産業機器部品の管理業務

Job Information

Hiring Company

Neovia Logistics Services LLC

Subsidiary

ネオヴィア ロジスティクス サービス L L C

Job ID

1498394

Industry

Logistics, Storage

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Kanagawa Prefecture, Sagami-hara-shi Chuo-ku

Train Description

Yokohama Line Station

Salary

5.5 million yen ~ 6.5 million yen

Salary Bonuses

Bonuses included in indicated salary.

Work Hours

朝9時から夕方6時

Holidays

土日祝日休み

Refreshed

November 15th, 2024 00:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 10%)

Minimum Japanese Level

Native

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description**Job Title & Work Place****Gateway Supervisor**

3902-6, Tana, Chuoku, Sagamihara-shi, Kamahawa

Job Purpose :

Incumbents are assigned to manage the day-to-day activities of a team of customer services, who serve as the primary point of contact for customers. Along with the customer services associates, supervisor handles the order activity, analysis and interpretation of questions and problems to ensure that all aspects of the supply process run smoothly and effectively in order to meet customer expectations.

Performs investigative and analytical functions to resolve and correct discrepancies and perform a variety of related duties.

This position oversees and maintains SAP performance for operations and makes necessary changes to the setup in maintaining an efficient warehouse operations system, and support the client interface, trouble shooting including UAT.

Job Duties :**Role and Responsibilities**

- Manages customer(domestic dealers) enquiries and monitors, investigates and resolves customer claims on discrepant parts.
 - Initiate the regular client meetings including the preparing the agendas leading /cooperating with other supervisors
 - Manage the facility tour for the internal/external clients if required.
 - Conducts the client meetings to cope with the system issue or the exceptional incidents to settle them in a good manner.
 - Manages order processing, order reverse, invoicing, monitoring & follow up for on-time order completion.
 - Manages to prepare shipping documents, update system and prepares and generate reports for upper management level.
 - Performs emergency or designated shipping request with customer services associates and related team, this requires handles, picks or packs the material.
 - Supervises the personnel to ensure completion of assigned tasks in accordance with established processes. Ensures parts inventory is processed in a safe, efficient and timely manner. Responds to client calls and makes immediate decisions to resolve the issue.
 - Contributes to the development of an effective work force by assigning, directing and motivating employees to conform, defined and documented processes. Provides necessary on the job training. Improves productivity and quality by taking ownership of the process. Leads teams working on problem resolution and process improvement. Maintains high employee morale by ensuring basic elements of work discipline are delivered. Conducts daily Safety meetings and observes employees for unsafe behavior, correcting behavior through counseling.
 - Supervises or manages a work unit of employees where planning, scheduling, monitoring and reviewing work of subordinates is required. The position is responsible for all personnel issues and performance evaluation of subordinates.
 - Typical internal customers include a Department or Business/Service Unit in a Division. External contacts include various customers and vendors throughout worldwide markets. The position is challenged to quickly and correctly identify problems. The incumbent generally resolves issues by following departmental guidelines or applying a solution that worked in the past. The incumbent is free to determine the best way to complete job assignments in order to achieve desired results. Work is reviewed after completion, except in the most complex or high impact situations. Impacts key quality goals including Customer Satisfaction, Continuous Improvement, Timeliness, Accuracy, Efficiency, Cost Savings, Process Quality, Part Quality, etc.
 - Reviews mechanically generated grievance listing and receiving discrepancy notices for operations. Obtains inquiries and source documents and analyzes receipt, cancellation, allocation, etc., transactions to determine reason for discrepancy. History files are checked to verify previous on-hand balance status. Determines best method of discrepancy resolution. Initiates appropriate documentation to adjust on-hand quantities to reconcile nonrevenue and facility records. Coordinates corrective methods with appropriate facility personnel and subsequent transactions to ensure records are in balance, reallocations have been established, backorder files are updated, etc.
 - Supervises hourly personnel to ensure completion of assigned tasks in accordance with established processes. Ensures parts inventory is received, processed and stored in a safe, efficient and timely manner. Responds to client calls and makes immediate decisions to resolve the issue.
 - Conducts daily systems checks to ensure WMS performance and connection between Client's system to ensure smooth running of operations.
 - Acts as a liaison with client's IT group and the internal IT team in India.
 - Handles testing in WMS Quality and Testing environment on new implementations.
 - Receives, resolves and responds to client/customers' correspondence on systems issues with an appropriate internal team.
 - Conducts daily systems checks to ensure WMS performance and connection between Client's system to ensure smooth running of operations.
 - Supports WMS issues with operations supervisors
 - Manages/Handles the helpdesk work for a clients' user access to Neovia network until 20:00PM.
 - Any other tasks as and when assigned by company.
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Required Skills

Typical Profile

- At least 3-5 years relevant experience
 - Knowledge of IT WMS system is preferable
 - Requires W/H operation and people management experience
 - English skill is preferable
 - To be Team worker /Customer service orientated and Good follow-up
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Company Description