

「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/ Customer Service

精密機械メーカーにて、カスタマーサービス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

精密機械メーカー

Job ID

1503570

Industry

Electronics, Semiconductor

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 6.5 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

November 15th, 2024 15:43

General Requirements

Career Level

Entry Level

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

An international manufacturer is searching for a Customer Service role. The successful candidate will handle all aspects of customer communication, from processing orders to managing complaints. This is a hybrid setup position.

An international precision instrument company specialising in rheology and process analysis for the rubber and polymer industries. It focuses on providing advanced testing equipment and software to optimise material performance and ensure quality control in manufacturing.

Keywords:

カスタマーサービス、サポート、注文管理、サプライチェーン、出荷、メーカー、外資系

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Responsibilities:

- Communicate with customers via phone, fax, and email
- Process customer orders for parts and service
- Create and distribute quotations of parts and service
- Invoice parts and service orders
- Track customer calls, complaints, orders, and shipments
- Follow up on past-due customer orders and manage delivery expectations
- Support Field Service Engineers with service visits, spare parts inventory, and quoting
- Spare parts inventory management
- Update and maintain CRM and ERP database

Requirements:

- High School diploma or equivalent (Associate's degree or above is preferred)
- 1-3 years of customer service experience
- Knowledge of MS Office
- Strong customer orientation
- Excellent interpersonal and communication skills
- Proficient in Japanese and English

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.