



PR/086525 | Customer Service Representative (m/f/d)

## Job Information

### Recruiter

JAC Recruitment Germany

### Job ID

1506351

### Industry

Other (Manufacturing)

### Job Type

Permanent Full-time

### Location

Germany

### Salary

Negotiable, based on experience

### Refreshed

November 26th, 2024 10:09

## General Requirements

### Minimum Experience Level

Over 3 years

### Career Level

Mid Career

### Minimum English Level

Business Level

### Minimum Japanese Level

Business Level

### Minimum Education Level

Associate Degree/Diploma

### Visa Status

No permission to work in Japan required

## Job Description

### COMPANY OVERVIEW

A Japanese manufacturer company is looking for a Customer Service Representative (m/f/d) near Frankfurt am Main.

### JOB RESPONSIBILITIES

- Independent customer support and communication as well as customer master data maintenance
- Order processing, delivery preparation and invoicing
- Consignment stock management
- Procurement planning and ordering of goods from our suppliers, including communication with suppliers
- Monitoring delivery dates for incoming goods from the plants
- Monitoring of delivery backlogs (customer and supplier plants), arranging special transports incoming/outgoing
- Logistics support for the return of goods to our plants
- Complaints processing
- Monitoring open items and assisting with the collection of outstanding payments
- Creation of internal/external credit notes/debits
- General administrative tasks such as preparing reports for internal meetings or forecasts in coordination with the sales team

## **JOB REQUIREMENTS**

- Completed commercial training with practical work experience in order entry, customer service and/or internal sales; ERP systems are an advantage
- Confident knowledge of Excel and Word; AS400 would be an advantage
- Fluency in German and English (oral and written), Japanese is advantageous
- Systematic and independent way of working
- High communication skills, flexibility and commitment
- Competent and confident telephone manner and strong customer orientation

## **BENEFITS**

- Work-life balance through opportunities for flexible working and overtime compensation
- A varied range of tasks in an international working environment
- Employee benefits, travel allowance, capital-forming benefits, company pension scheme
- Wide range of employee events
- Individually customizable models of on-site and mobile working

Apply online or feel free to contact me directly for more information about this opportunity. Due to the high volume of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding

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Company Description