



PR/086789 | Customer Support / SCM in Düsseldorf

## Job Information

### Recruiter

JAC Recruitment Germany

### Job ID

1512910

### Industry

Logistics, Storage

### Job Type

Permanent Full-time

### Location

Germany

### Salary

Negotiable, based on experience

### Refreshed

March 18th, 2025 00:00

## 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 leading company specializing in the import and export of chemicals and plastics, as well as providing high-quality lenses and electronic products. As part of the global group, they are committed to delivering exceptional products and services to their clients.

### JOB RESPONSIBILITIES

- Order Processing: Accurately process incoming orders and ensure timely fulfillment.
- Logistics Coordination: Oversee shipments, collaborate with logistics partners, and monitor delivery schedules.
- Customer Support: Act as the primary contact for customer inquiries, offering prompt and professional assistance via phone and email.
- Inventory Management: Track inventory levels and coordinate with the procurement team to maintain optimal stock.

- Documentation: Prepare and maintain accurate records, including shipping documents, invoices, and inventory reports.
- Cross-Department Collaboration: Work closely with sales, procurement, and warehouse teams to ensure cohesive service delivery.
- Continuous Improvement: Identify opportunities to enhance processes and customer satisfaction.

#### **JOB REQUIREMENTS**

- Experience: 2-3 years in logistics, order processing, or a related field.
- Language Skills:
  - Fluent in English (required), proficiency in German is a strong advantage, Japanese language skills are a plus
- Technical Skills: Proficiency in MS Office Suite (Excel, Word, Outlook) and familiarity with ERP or order management systems.
- Soft Skills: Strong organizational and multitasking abilities, excellent communication skills, and a customer-oriented mindset.

#### **BENEFITS AND OTHERS**

- Working hours: 37.5h per week
- Home Office : Up to 2 times per week
- Paid leave : 30 days

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