



PR/115039 | Japanese Speaking Customer Service (Hybrid Work) / N2-N1 / Up to 45K

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1513059

Industry

Other

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

January 21st, 2025 07:00

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

Industry: Machinery

Location: Ramkamheang-Huamark, Bangkok.

Working condition: Monday-Friday 08.30 am.-17.30 pm.

Job Responsibilities

- Provide quality customer service, including interacting with customers, answering customer inquiries, and effectively handling customer complaints.
- Primary contact for external and internal customers to process, enter, maintain, and provide status of all standard and special orders.
- Quote all established standard or contract pricing and modified tools.
- Provide basic technical support and recommend products for customer applications.
- Consistently communicate with internal sales personnel as well as the Customer Service Manager regarding any customer-sensitive issues.

- Meet established departmental KPI's
- Support AR by investigating disputed payments and processing credit memos as needed.
- Resolve quote or purchase order discrepancies for all customer orders.
- Process routine returns, quality returns and annual stock returns.
- Monitor one or more Key Accounts; proactive notification of late orders, issuing credits and/or RMA's, filing customer complaints, track shipments, run open order reports as needed.
- Respond promptly to customer needs; solicit customer feedback to improve service, manage difficult or emotional customer situations.
- Maintain departmental processes in accordance with other affected facilities and departments.
- Attend in-house and/or outside training classes to enhance and upgrade skills as required.
- Perform other duties as assigned.

Job Requirement

- Fluency in Japanese (equal to JLPT N2 level or above) and at English language as business level.
- A minimum of 2 years' experience in customer service or related field.
- Strong communication and interpersonal skills
- A bachelor's degree in business or related field.
- Language certificates are advantage.

Benefits

- fixed 1 month of bonus.
- Opportunities for career advancement
- Comprehensive benefits package
- Others following company welfare.

Company Description