



Customer Experience Representative | 発注管理・営業事務・B2B CS経験者歓迎！

◆IT業界でのご経験があれば尚可 ◆お問合せ対応、オーダープロセッシング、出荷調整

Job Information

Hiring Company

CommScope Japan K.K.

Job ID

1516569

Industry

Communication

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 6.5 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Refreshed

February 18th, 2025 13:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

In our 'always on' world, we believe it's essential to have a genuine connection with the work you do.

Due to our continued growth and customer demand, we are hiring a Representative, Customer Experience to support the Outdoor Wireless Network (OWN) business segment, which supports the backbone of outdoor cellular and Wi-Fi systems.

How You'll Help Us Connect the World:

- Order Management - Process sales orders from Customer and follows through till shipment (Order entry, Acknowledgement, Confirmations, Change notifications and etc.)
- Monitor/follow up on shipment schedule to ensure timely delivery; Expedite and communicate pro-actively with customers on the material availability and shipment status.
- Provide pre and post order support to customers e.g. Quotations, Lead-time check, Rebates claim processing and etc.

- Respond to all Customer's enquiries.
 - Work with Customers and Sales Team to develop a better understanding of our products and their place in meeting customer needs.
 - Communicate and work closely with the Materials Management and/or Operations team to anticipate projects, completion timetables, and potential scheduling issues.
 - Provide support and back-up assistance to peers.
 - Develop and maintain constructive and cooperative working relationships with customers, prospects, colleagues and supervisors and maintain them over time
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Required Skills

Required Qualifications for Consideration:

- Bachelor's degree with a minimum of 3 years of experience in Customer Support, Customer Service, or Order Management, preferably in the IT industry.
 - Fluent in Japanese with a high level of English proficiency.
 - Excellent communication, negotiation, presentation, and facilitation skills.
 - Exceptional attention to detail, time management, and organizational skills.
 - Ability to collaborate effectively across virtual functions and teams.
 - Strong ability to prioritize workload to meet challenging deadlines.
 - Capable of multitasking efficiently and working well under pressure.
 - Proficiency in Microsoft tools, especially Excel and Outlook.
 - Prior knowledge of SAP, Business Objects, and CRM Dynamics is advantageous.
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Company Description