



Customer Service Executive

Job Information

Hiring Company

[IDEMIA Japan K.K.](#)

Subsidiary

IDEMIA JAPAN

Job ID

1516774

Industry

Communication

Company Type

Large Company (more than 300 employees) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 7 million yen

Salary Bonuses

Bonuses included in indicated salary.

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General Requirements

Minimum Experience Level

Over 6 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

Responsibilities

- Manage all customer contacts relating to operational activity.
- Create and maintain customer SLA documents.
- Management of order expectations, customer order status and maintaining customer WIP tables.
- Utilize various internal systems to process customer actions (change requests/none-complaint reports i.e. customer complaints).
- Ensure that all order entry, invoice, dispatch specifications are entered and processed in an accurate and timely fashion.

- Ensure pipeline accuracy by providing sales teams with regular customer feedback and weekly revenue landing reports.
- Communicate customer requirements internally, chasing progress with all departments (Manufacturing, Service Center, Sales, Technical Support, global supply chain etc.)
- Develop specialized knowledge of ERP systems to process orders (Microsoft D365/SAP B1)
- Invoicing based on the incoterms agreed with the customer (align with Finance)
- Submit Sales Report and carry-over by every 1st day of the month
- Coordinate and report all quality incident thru Customer Complaint System (CRM tool)
- Gain an understanding of and ensure compliance with all relevant internal and external rules, regulations and procedures that apply to the conduct of the business in which you are involved.
- Follow and maintain IDEMIA HR values, processes and policies.

Required Skills

Experience & Background

- University degree + 3 to 4 years' experience in a similar role
- Fair Knowledge/background in Logistics.

Language

- Fluent in English, and Mandarin speaking is a bonus plus.

Other skills required

- Demonstrate strong detailed oriented skills, be service-oriented, self-motivated, and a team player.
- While working in a pressurized working environment, resolve unexpected conflicting demands with assertiveness and objectivity in a firm manner.
- Be approachable and solution-oriented in resolving issues, with an enthusiastic 'can do' attitude.
- Maintain a professional demeanor when interacting with management, employees and external contacts.
- Consistently exercise discretion in handling interactions, and in directing internal and external customers to the appropriate party for resolving problems or complex issues.
- Multi-task and produce accurate documents and reports.
- Process oriented and good understanding of Customer Support specific processing especially related to orders management and delivery.
- Perfect command of IT tools and Software.

Company Description