



## Customer Service Coordinator / カスタマーサービスコーディネーター

### Job Information

**Recruiter**

Ahead Japan

**Hiring Company**

Leading Luxury Fashion Brand

**Job ID**

1518928

**Industry**

Retail

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

5.5 million yen ~ 6.5 million yen

**Refreshed**

February 27th, 2025 15:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Daily Conversation

**Minimum Japanese Level**

Native

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

Orders & Operations Management

- Manage and maintain accurately & efficiently the order book.
- Manage, prepare, and continuously improve order reports and status for customers.
- Support the Customer Service Manager with reports of current and next month's landings.
- Orchestrating a cross-functional team to follow up, answer questions, and troubleshoot issues related to after-sales quality, product pricing, new import requirements, logistics and delivery status, payment status, return, and complaints management.
- Maintain customers' specific requirements and liaise with other teams and departments.
- Manage and monitor stock allocation, chase customers' goods shipment and greenlight, minimize stock immobilization, and accelerate and optimize order to cash.

Drive operations excellence with internal collaboration.

- Monitor & maximize on-time delivery; proactively implement detailed & unique follow-ups on critical products and activity plans.
- Contribute to continuous improvement for markets on order management, stock level optimization, allocation, logistics, invoicing, and payment.

- Work continuously with the team and stakeholders on short-term and long-term optimizations to improve service level (OTA).
  - Enable efficient coordination and communication with internal parties and external clients, ensuring accurate and timely information, data collection flow, and upload orders.
  - Being accountable for the customer order processing and execution, managing the order to invoice-related tasks, and connecting with logistics for complete execution.
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### Required Skills

- Minimum 3 years of experience in supply chain/logistics/production, with a preference for customer service in an international environment.
  - Strong analytical skills and ability to synthesize data; strong Excel skills are a must
  - Experience working with ERP & good appetite using enterprise systems is a must
  - Strong IT skills/literacy (including Microsoft Office (Excel, Word, PowerPoint))
  - Experience with Salesforce is a plus
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### Company Description