



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

April 24th, 2025 12:00

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