

「プロだからわかる、あなたのスキルが活躍の場所」
60以上の業界・職種に特化した専門チームがサポート

Robert—
—Walters

【英語を活かす】カスタマーサービスマネージャー/ Customer Service Manager

世界的な産業ソリューション企業にて、CSマネージャーの求人がございます。

Job Information

Recruiter

Robert Walters Japan (ロバート・ウォルターズ)

Hiring Company

世界的な産業ソリューション企業

Job ID

1525347

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 8 million yen

Work Hours

お問い合わせください

Holidays

完全週休2日制, 土日祝日休み, 有給休暇

Refreshed

March 10th, 2025 15:03

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

A multinational industrial solutions company is looking for a Customer Service Manager. The selected candidate will oversee service operations, manage service technicians, and ensure seamless service delivery.

Headquartered in North America, this global company offers industrial tools and solutions. With several decades of history and a large global workforce, this company has been a key player in the industry since its inception.

Keywords:

カスタマーサービス, サービス管理, 技術サポート, ISO認証, 事業運営, 在庫管理, 求人, 外資系

Job Ref: S8DT3T

Responsibilities:

- Manage service operations, service personnel, workshops, and mobile vans
- Analyse monthly branch results, provide feedback, and submit analytical reports
- Supervise fleet operations, schedule routine maintenance, and manage calibration equipment
- Ensure compliance with service department processes, ISO 17025, and quality policies
- Provide technical support to technicians, customers, and sales teams
- Oversee service administrator functions, including client updates, invoicing, and document filing

Requirements:

- Bachelor's degree or equivalent experience
- More than 5 years of supervisory or leadership experience
- Strong understanding of quoting, invoicing, and business practices
- Proficient in MS Office Suite and software platforms

Company Description

We've been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs for over 20 years. We operate a team-based profit share system which, we believe, sets us apart from the majority of competitors by enabling us to always put the interests of our clients and candidates first. That means we can find the best fit for employer and job seeker, and we never push people into unsuitable roles.