



PR/109156 | Customer Support and Sales Support

Job Information

Recruiter

JAC Recruitment India

Job ID

1525439

Industry

Other (Trade)

Job Type

Permanent Full-time

Location

India

Salary

Negotiable, based on experience

Refreshed

March 25th, 2025 08:01

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Job Title: Customer Support and Sales Support

Reporting to: Team Lead

Experience: 2-5 Years in relevant industry

Job Responsibilities:

- Review quotations and issue Purchase Orders (POs).
- Coordinate with the Sales team to ensure on-time delivery.
- Handle channel partners and manage delivery push-in and push-out requests based on needs.
- Manage account receivables and maintain records of slow-moving products, Accounts Receivable (AR) ratio, customer sales, etc.
- Maintain strong relationships with customers.
- Bring new ideas to improve current internal processes.
- Coordinate shipments with the factory, warehouse, and channel partners to ensure timely and accurate delivery.
- Monitor and track shipment status and resolve any issues that arise during the shipping process.
- Prepare management reports on sales performance, customer feedback, and other key metrics.

Key Requirements:

- Proven experience in customer support and sales support roles.

- Strong organizational and multitasking skills.
- Excellent communication and interpersonal skills.
- Ability to work collaboratively with cross-functional teams.
- Proficiency in using relevant software and tools for managing quotations, POs, and customer records.

Preferred Qualifications:

- Experience in the electronics industry.
- Familiarity with Murata Electronics products and services.
- **Education Qualification:** Graduation in any discipline.

Performance Metrics:

- **On-time Delivery Rate:** Percentage of orders delivered on or before the promised date.
- **Quotation Accuracy:** Accuracy and completeness of quotations issued.
- **Customer Satisfaction Score:** Feedback from customers regarding their experience.
- **Accounts Receivable Turnover:** Efficiency in collecting receivables.
- **Shipment Accuracy:** Percentage of shipments delivered without errors.
- **Process Improvement Initiatives:** Number and impact of new ideas implemented to improve internal processes.
- **Channel Partner Satisfaction:** Feedback from channel partners regarding coordination and support.
- **Management Report Quality:** Accuracy, timeliness, and comprehensiveness of management reports.

Company Description