



JAC Recruitment

We are recruitment specialists around the globe

Vietnam



Customer Service Agent (PR/093856)

募集職種

人材紹介会社

JAC Recruitment Vietnam Co., Ltd

求人ID

1486263

業種

その他（流通・小売・物流）

会社の種類

外資系企業

雇用形態

正社員

勤務地

ベトナム

給与

経験考慮の上、応相談

更新日

2024年07月19日 14:20

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ビジネス会話レベル

その他言語

ベトナム語 - ビジネス会話レベル

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

JOB RESPONSIBILITIES

- Be the contact window to maintain good relationships with customers, and meet or exceed customer satisfaction.
- Process sales orders and invoices.
- Prepare shipping documents.
- Prepare correspondences and fulfill customer needs to ensure customer satisfaction.
- Maintain customer records by updating customer information.
- Resolve product or service problems by clarifying the customer complaint, selecting, and explaining the best solution to solve the problem, expediting correction or adjustment, follow up to ensure resolution.
- Handle and follow up on sales/delivery inquiries, including payment issues.
- Plan, arrange, and track delivery schedule.
- Follow up with customers on orders and payments.

- Generate sales, inventory, and other reports.
 - Work closely with the warehouse team on stock availability and its -lead time.
 - Any other tasks assigned by the leader as needed.
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スキル・資格

JOB REQUIREMENTS

- University graduated
- At least 1-2 years experience in Customer Service in Logistics industry.
- Experience with ISO standards as a benefit.
- Experience in the Packaging industry (corrugated, foam, wooden, or plywood) or related to the packaging industry is seen as a plus
- Language: Advanced Japanese (N2)
- Effective verbal and written communication in Vietnamese and English with customers, suppliers, and all other departments
- Good quality problem-solving and decision-making skills.
- Excellent office software skills (MS Excel and MS PowerPoint)
- High workload capability
- Highly motivated and independent
- ERP experience is a plus.
- Document Control System (such as Master Control) experience is a plus.

BENEFITS

More details shall be discussed in the interview

会社説明