

「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代表/ Customer Service Representative

テクノロジーカンパニーにて、カスタマーサービス代表の求人がございます。

募集職種

人材紹介会社

ロバート・ウォルターズ (Robert Walters)

採用企業名

テクノロジーカンパニー

求人ID

1490096

業種

電気・電子・半導体

雇用形態

正社員

勤務地

東京都 23区

給与

600万円 ~ 900万円

勤務時間

お問い合わせください

休日・休暇

完全週休2日制, 土日祝日休み, 有給休暇

更新日

2024年10月08日 05:00

応募必要条件

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

最終学歴

大学卒 : 学士号

現在のビザ

日本での就労許可が必要です

募集要項

A renowned industrial equipment manufacturer is seeking a Customer Service Representative. The selected candidate will manage customer interactions, handle orders, and coordinate between sales and logistics.

A leading provider of innovative electrical solutions and products, dedicated to advancing technology and enhancing efficiency. With a strong focus on customer satisfaction and sustainable practices, the company delivers top-quality electrical systems and components across diverse industries.

Keywords:

カスタマーサービス, サポート, コミュニケーション, 接客, 求人, 外資系

2084600/001

Responsibilities:

- Serve as the primary contact for customer transactions and support sales with evaluations and order handling
- Process and verify customer orders for compliance and pricing; liaise with customers and sales
- Enter orders into SAP and confirm receipt with customers
- Address customer inquiries regarding stock, order status, and delivery
- Coordinate product replacements and analyses with sales and factory
- Manage documentation of quotations and sales orders, update data using Power BI
- Assist sales and marketing efforts as needed
- Provide backup support for logistics and accounting in emergencies
- Propose initial solutions to customers via phone, chat, or online
- Occasionally support field sales with large quotations to enhance confidence
- Renew TIIS certificates regularly

Requirements:

- Bachelor's degree or above
- More than 5 years of experience in customer service or sales engineer
- More than 3 years of experience in SAP for order processing or relevant ERP systems
- Skilled in MS Office Suite
- Proficient in English (TOEIC 600+ is ideal)

会社説明

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.