



## Customer Service Manager

Global food manufacturer

### 募集職種

#### 人材紹介会社

パーソルキャリア株式会社 (バイリンガル・リクルートメント・ソリューションズ)

#### 採用企業名

Job-00274689

#### 求人ID

1491292

#### 業種

食品・飲料

#### 雇用形態

正社員

#### 勤務地

東京都 23区

#### 給与

700万円 ~ 1000万円

#### 更新日

2024年08月22日 19:29

### 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

流暢

#### 日本語レベル

ネイティブ

#### 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

The Customer Service Manager serves as the primary account contact for all order-related activities. This includes managing quotes, order entry, order status, inventory availability, pricing compliance, accuracy of order delivery deadlines, and complaint resolution. The main responsibility of this role is to manage the relationship between the Customer and the Supply Chain. Additionally, the role requires interaction with commercial and sales leaders in the markets and key customers to enhance customer centricity and strengthen customer partnerships.

#### Main responsibilities:

- Accurately and promptly enter a high volume of incoming orders into the SAP system.
- Track orders throughout the system from entry to invoicing to ensure timely processing.
- Provide clear and timely communication via written correspondence, telephone, and electronic exchanges to all internal and external customers.
- Establish and maintain productive working relationships with customers and all internal departments.
- Investigate customer complaints regarding services and billing, and implement appropriate resolutions and corrective actions for both the customer and the business.

- Utilize all available data sources to implement the most efficient and cost-effective logistical processes for product delivery to external customers.
- Create and maintain a high-quality work environment to motivate team members to perform at their highest level.
- Provide constructive on-the-job feedback and coaching to team members, fostering a productive and inclusive team-oriented work environment.
- Develop and build formal working relationships with key functional areas (Sales, Supply Chain, Finance, Pricing, QA) to ensure the successful delivery of business objectives.
- Drive innovative solutions to improve customer experience and intimacy, such as setting up B2B customer ordering portals, automating order processing, and developing customer cockpits.
- Lead the customer service function by reorganizing and refocusing teams and workflows to be closer to the market.
- Drive the regional customer strategy and execution for customer service reliability and responsiveness, collaborating with senior stakeholders in Sales and Supply Planning.
- Oversee daily order management operations, ensuring a strong focus on delivering customer value.
- Establish, monitor, and improve performance on service level agreements with customers.
- Resolve customer issues and drive corrective and preventive actions.
- Enhance customer communication and collect periodic feedback on customer satisfaction.
- Provide ongoing constructive feedback and coaching to team members to foster a high-performance, inclusive work environment.
- Develop and build formal working relationships with all key functional areas (Supply Chain, Sales, Commercial Team,

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## スキル・資格

### Minimum requirements:

- Bachelor's degree required.
- Minimum of 5 years in a Customer Service role with people management experience.
- Ability to troubleshoot and rapidly adjust multiple priorities in a fast-paced environment.
- Solution-focused and results-oriented.
- Independent thinker and team player, working towards collective goals.
- Exceptional customer focus with the ability to build strong relationships.
- Strong written, oral, and interpersonal skills in both Japanese and English.
- Knowledge of Incoterms and shipping documentation

### Preferred qualifications:

- Strongly preferred experience in the manufacturing industry.
- Preferred minimum of 3 years of SAP experience.

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## 会社説明

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