

「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/ Customer Service

精密機械メーカーにて、カスタマーサービス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

精密機械メーカー

#### 求人ID

1503570

#### 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

400万円 ~ 650万円

#### 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12月13日 07:00

### 応募必要条件

#### キャリアレベル

新卒・未経験者レベル

#### 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

An international manufacturer is searching for a Customer Service role. The successful candidate will handle all aspects of customer communication, from processing orders to managing complaints. This is a hybrid setup position.

An international precision instrument company specialising in rheology and process analysis for the rubber and polymer industries. It focuses on providing advanced testing equipment and software to optimise material performance and ensure quality control in manufacturing.

#### Keywords:

カスタマーサービス、サポート、注文管理、サプライチェーン、出荷、メーカー、外資系

2123800/001

**Responsibilities:**

- Communicate with customers via phone, fax, and email
- Process customer orders for parts and service
- Create and distribute quotations of parts and service
- Invoice parts and service orders
- Track customer calls, complaints, orders, and shipments
- Follow up on past-due customer orders and manage delivery expectations
- Support Field Service Engineers with service visits, spare parts inventory, and quoting
- Spare parts inventory management
- Update and maintain CRM and ERP database

**Requirements:**

- High School diploma or equivalent (Associate's degree or above is preferred)
- 1-3 years of customer service experience
- Knowledge of MS Office
- Strong customer orientation
- Excellent interpersonal and communication skills
- Proficient in Japanese and English

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**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.