



PR/115039 | Japanese Speaking Customer Service (Hybrid Work) / N2-N1 / Up to 45K

#### 募集職種

#### 人材紹介会社

ジェイエイシーリクルートメントタイランド

#### 求人ID

1504044

#### 業種

その他

#### 雇用形態

正社員

#### 勤務地

タイ

#### 給与

経験考慮の上、応相談

#### 更新日

2024年11月19日 10:36

#### 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

#### 最終学歴

短大卒：準学士号

#### 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

**Industry:** Machinery

**Location:** Ramkamheang-Huamark, Bangkok.

**Working condition:** Monday-Friday 08.30 am.-17.30 pm.

#### Job Responsibilities

- Provide quality customer service, including interacting with customers, answering customer inquiries, and effectively handling customer complaints.
- Primary contact for external and internal customers to process, enter, maintain, and provide status of all standard and special orders.
- Quote all established standard or contract pricing and modified tools.
- Provide basic technical support and recommend products for customer applications.
- Consistently communicate with internal sales personnel as well as the Customer Service Manager regarding any customer-sensitive issues.

- Meet established departmental KPI's
- Support AR by investigating disputed payments and processing credit memos as needed.
- Resolve quote or purchase order discrepancies for all customer orders.
- Process routine returns, quality returns and annual stock returns.
- Monitor one or more Key Accounts; proactive notification of late orders, issuing credits and/or RMA's, filing customer complaints, track shipments, run open order reports as needed.
- Respond promptly to customer needs; solicit customer feedback to improve service, manage difficult or emotional customer situations.
- Maintain departmental processes in accordance with other affected facilities and departments.
- Attend in-house and/or outside training classes to enhance and upgrade skills as required.
- Perform other duties as assigned.

**Job Requirement**

- Fluency in Japanese (equal to JLPT N2 level or above) and at English language as business level.
- A minimum of 2 years' experience in customer service or related field.
- Strong communication and interpersonal skills
- A bachelor's degree in business or related field.
- Language certificates are advantage.

**Benefits**

- fixed 1 month of bonus.
- Opportunities for career advancement
- Comprehensive benefits package
- Others following company welfare.

---

会社説明