

MichaelPage

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Customer Support Job at Global Logistics Company

Logistics Customer Support Specialist!

募集職種

人材紹介会社

マイケル・ページ・インターナショナル・ジャパン株式会社

求人ID

1507656

業種

物流・倉庫

雇用形態

正社員

勤務地

東京都 23区

給与

500万円 ~ 600万円

更新日

2024年12月17日 00:00

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

ネイティブ

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可が必要です

募集要項

Utilizing your strong forwarding + market knowledge, you will provide front line support (e.g. answering queries, responding to complaints and feedback) for customers* to ensure customer satisfaction with our products, services and features. *These will be partners developed by the sales reps, support will involve following up, retention and assistance with follow-up queries, reactivations, etc.

Client Details

One of the world's leading logistics companies.

Description

You will provide support for customers/partners developed by sales reps, to ensure customer satisfaction the with company's services. Support will involve answering queries, responding to complaints and feedback, following up, retention and assistance with follow-up queries, reactivations, etc. Main responsibilities will involve:

- To drive customer engagement, satisfaction, retention

- To strengthen operational relations to customer contacts by proactively advising and consulting to ensure customer satisfaction
- To qualify customer inquiries and provide quotations within the given price band, in line with the guidelines, then following up to ensure quotations are accepted + closed
- To support customer onboarding
- To collaborate with Finance + Revenue Care Center (RCC) to adjust credit limits based on daily business development and coordinate measures in case of challenges.
- To document, resolve, analyze all queries and feedback, and identify resolutions/improvement points

Job Offer

- Flexible working schedule with core times between 10am to 4pm
- Partial work from home available
- Special company provided benefits (insurance, pension)

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.

スキル・資格

The Team in Tokyo is looking for candidates with the following strengths/qualifications:

- Logistics/Freight forwarding experience: coordination and management of goods transport from one location to another
- Experience in Air Logistics a big plus
- Native level of Japanese language
- Business English skills
- Good time management skills

会社説明

One of the world's leading logistics companies.