



PR/116378 | Senior Customer Services Specialist

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

1513416

業種

その他（メーカー）

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

2025年01月21日 16:00

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

Senior Customer Support Specialist (80-100K)

Location: Chonburi

Job Responsibilities:

- Ensure timely fulfillment of orders and track delivery schedules to meet customer expectations.
- Monitor customer demand trends, identify abnormal fluctuations, and develop material preparation strategies accordingly.
- Manage and control inventory at overseas hubs to optimize inventory levels and minimize costs.
- Monitor and maintain inventory at reasonable levels. Proactively negotiate with customers to manage aging inventory.
- Safely and promptly collect payments from customers.

- Investigate root causes of returns, determine liability, and ensure minimal impact on customers.
- Manage excess and obsolete inventory, and process claims with liable parties.
- Understand customer requirements and standards, address customer complaints promptly, and continuously enhance customer satisfaction.

Qualification:

- More than 3 years of supply chain management experience, familiar with electronic manufacturing.
- Bachelor's degree or above in Business Administration or related field
- Proficient in English listening, speaking, reading and writing
- Proficient in MS office (Excel, PPT).
- Familiar with SAP operating system is preferred.

会社説明