

COMMSCOPE®
now meets next

Customer Experience Representative | 発注管理・営業事務・B2B CS経験者歓迎！

◆IT業界でのご経験があれば尚可 ◆お問合せ対応、オーダープロセッシング、出荷調整

募集職種

採用企業名

コムスコープ・ジャパン株式会社

求人ID

1516569

業種

通信・キャリア

雇用形態

正社員

勤務地

東京都 23区

給与

400万円 ~ 650万円

ボーナス

固定給+ボーナス

更新日

2025年01月28日 00:00

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

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

In our 'always on' world, we believe it's essential to have a genuine connection with the work you do.

Due to our continued growth and customer demand, we are hiring a Representative, Customer Experience to support the Outdoor Wireless Network (OWN) business segment, which supports the backbone of outdoor cellular and Wi-Fi systems.

How You'll Help Us Connect the World:

- Order Management - Process sales orders from Customer and follows through till shipment (Order entry, Acknowledgement, Confirmations, Change notifications and etc.)
- Monitor/follow up on shipment schedule to ensure timely delivery; Expedite and communicate pro-actively with customers on the material availability and shipment status.
- Provide pre and post order support to customers e.g. Quotations, Lead-time check, Rebates claim processing and etc.

- Respond to all Customer's enquiries.
 - Work with Customers and Sales Team to develop a better understanding of our products and their place in meeting customer needs.
 - Communicate and work closely with the Materials Management and/or Operations team to anticipate projects, completion timetables, and potential scheduling issues.
 - Provide support and back-up assistance to peers.
 - Develop and maintain constructive and cooperative working relationships with customers, prospects, colleagues and supervisors and maintain them over time
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スキル・資格

Required Qualifications for Consideration:

- Bachelor's degree with a minimum of 3 years of experience in Customer Support, Customer Service, or Order Management, preferably in the IT industry.
 - Fluent in Japanese with a high level of English proficiency.
 - Excellent communication, negotiation, presentation, and facilitation skills.
 - Exceptional attention to detail, time management, and organizational skills.
 - Ability to collaborate effectively across virtual functions and teams.
 - Strong ability to prioritize workload to meet challenging deadlines.
 - Capable of multitasking efficiently and working well under pressure.
 - Proficiency in Microsoft tools, especially Excel and Outlook.
 - Prior knowledge of SAP, Business Objects, and CRM Dynamics is advantageous.
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会社説明