



Customer Service Executive

募集職種

採用企業名

アイデミア・ジャパン株式会社

支社・支店

IDEMIA JAPAN

求人ID

1516774

業種

通信・キャリア

会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

雇用形態

正社員

勤務地

東京都 23区

給与

500万円 ~ 700万円

ボーナス

給与：ボーナス込み

更新日

2025年01月23日 17:53

応募必要条件

職務経験

6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

Responsibilities

- Manage all customer contacts relating to operational activity.
- Create and maintain customer SLA documents.
- Management of order expectations, customer order status and maintaining customer WIP tables.
- Utilize various internal systems to process customer actions (change requests/none-complaint reports i.e. customer complaints).
- Ensure that all order entry, invoice, dispatch specifications are entered and processed in an accurate and timely fashion.

- Ensure pipeline accuracy by providing sales teams with regular customer feedback and weekly revenue landing reports.
- Communicate customer requirements internally, chasing progress with all departments (Manufacturing, Service Center, Sales, Technical Support, global supply chain etc.)
- Develop specialized knowledge of ERP systems to process orders (Microsoft D365/SAP B1)
- Invoicing based on the incoterms agreed with the customer (align with Finance)
- Submit Sales Report and carry-over by every 1st day of the month
- Coordinate and report all quality incident thru Customer Complaint System (CRM tool)
- Gain an understanding of and ensure compliance with all relevant internal and external rules, regulations and procedures that apply to the conduct of the business in which you are involved.
- Follow and maintain IDEMIA HR values, processes and policies.

スキル・資格

Experience & Background

- University degree + 3 to 4 years' experience in a similar role
- Fair Knowledge/background in Logistics.

Language

- Fluent in English, and Mandarin speaking is a bonus plus.

Other skills required

- Demonstrate strong detailed oriented skills, be service-oriented, self-motivated, and a team player.
- While working in a pressurized working environment, resolve unexpected conflicting demands with assertiveness and objectivity in a firm manner.
- Be approachable and solution-oriented in resolving issues, with an enthusiastic 'can do' attitude.
- Maintain a professional demeanor when interacting with management, employees and external contacts.
- Consistently exercise discretion in handling interactions, and in directing internal and external customers to the appropriate party for resolving problems or complex issues.
- Multi-task and produce accurate documents and reports.
- Process oriented and good understanding of Customer Support specific processing especially related to orders management and delivery.
- Perfect command of IT tools and Software.

会社説明