



Customer Service Coordinator / カスタマーサービスコーディネーター

募集職種

人材紹介会社

アヘッド・ジャパン

採用企業名

Leading Luxury Fashion Brand

求人ID

1518928

業種

小売

雇用形態

正社員

勤務地

東京都 23区

給与

550万円 ~ 650万円

更新日

2025年02月27日 15:00

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

日常会話レベル

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

Orders & Operations Management

- Manage and maintain accurately & efficiently the order book.
- Manage, prepare, and continuously improve order reports and status for customers.
- Support the Customer Service Manager with reports of current and next month's landings.
- Orchestrating a cross-functional team to follow up, answer questions, and troubleshoot issues related to after-sales quality, product pricing, new import requirements, logistics and delivery status, payment status, return, and complaints management.
- Maintain customers' specific requirements and liaise with other teams and departments.
- Manage and monitor stock allocation, chase customers' goods shipment and greenlight, minimize stock immobilization, and accelerate and optimize order to cash.

Drive operations excellence with internal collaboration.

- Monitor & maximize on-time delivery; proactively implement detailed & unique follow-ups on critical products and activity plans.
- Contribute to continuous improvement for markets on order management, stock level optimization, allocation, logistics, invoicing, and payment.

- Work continuously with the team and stakeholders on short-term and long-term optimizations to improve service level (OTA).
 - Enable efficient coordination and communication with internal parties and external clients, ensuring accurate and timely information, data collection flow, and upload orders.
 - Being accountable for the customer order processing and execution, managing the order to invoice-related tasks, and connecting with logistics for complete execution.
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スキル・資格

- Minimum 3 years of experience in supply chain/logistics/production, with a preference for customer service in an international environment.
 - Strong analytical skills and ability to synthesize data; strong Excel skills are a must
 - Experience working with ERP & good appetite using enterprise systems is a must
 - Strong IT skills/literacy (including Microsoft Office (Excel, Word, PowerPoint))
 - Experience with Salesforce is a plus
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会社説明