



## PR/109156 | Customer Support and Sales Support

### 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インド

#### 求人ID

1525439

#### 業種

その他（商社）

#### 雇用形態

正社員

#### 勤務地

インド

#### 給与

経験考慮の上、応相談

#### 更新日

2025年03月11日 10:15

### 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

**Job Title:** Customer Support and Sales Support

**Reporting to:** Team Lead

**Experience:** 2-5 Years in relevant industry

#### Job Responsibilities:

- Review quotations and issue Purchase Orders (POs).
- Coordinate with the Sales team to ensure on-time delivery.
- Handle channel partners and manage delivery push-in and push-out requests based on needs.
- Manage account receivables and maintain records of slow-moving products, Accounts Receivable (AR) ratio, customer sales, etc.
- Maintain strong relationships with customers.
- Bring new ideas to improve current internal processes.
- Coordinate shipments with the factory, warehouse, and channel partners to ensure timely and accurate delivery.
- Monitor and track shipment status and resolve any issues that arise during the shipping process.
- Prepare management reports on sales performance, customer feedback, and other key metrics.

#### Key Requirements:

- Proven experience in customer support and sales support roles.

- Strong organizational and multitasking skills.
- Excellent communication and interpersonal skills.
- Ability to work collaboratively with cross-functional teams.
- Proficiency in using relevant software and tools for managing quotations, POs, and customer records.

**Preferred Qualifications:**

- Experience in the electronics industry.
- Familiarity with Murata Electronics products and services.
- **Education Qualification:** Graduation in any discipline.

**Performance Metrics:**

- **On-time Delivery Rate:** Percentage of orders delivered on or before the promised date.
- **Quotation Accuracy:** Accuracy and completeness of quotations issued.
- **Customer Satisfaction Score:** Feedback from customers regarding their experience.
- **Accounts Receivable Turnover:** Efficiency in collecting receivables.
- **Shipment Accuracy:** Percentage of shipments delivered without errors.
- **Process Improvement Initiatives:** Number and impact of new ideas implemented to improve internal processes.
- **Channel Partner Satisfaction:** Feedback from channel partners regarding coordination and support.
- **Management Report Quality:** Accuracy, timeliness, and comprehensiveness of management reports.

---

会社説明