



Job Information

Job ID: 66999
Job Title: Customer Service Representative
Recruiter: Boyd & Moore Executive Search
Company Name: Boyd & Moore Executive Search
Division: Sales & Marketing Department
Company Type: Small/Medium Company
Non-Japanese Ratio: Majority Non-Japanese
Job Type: Full-time
Location: Tokyo - 23 Wards
Salary: 4 million yen - 6.5 million yen
Salary Bonuses: Bonuses paid on top of indicated salary.
Date: September 29th, 2008 12:06

General Requirements

Employment Experience: Over 3 years
Career Level: Mid Career
English: Fluent
Japanese: Native
Education: Technical/Vocational College
Visa Status: Japanese national or permission to work in Japan required

Job Description

Specific Job Requirements:

Backlog and Order Management: Create and maintain customer order bookings.

? Provide order and logistic information to sales management and customer timely and accurately.

? Highlight delivery or other supply chain issues to management timely.

? Create data analysis when required for sales management.

? Assist where required in developing sales office systems (both hard copy and software) to increase efficiency of the sales operations.

Field Sales Support: Provide internal sales support for field sales staff:

? Maintain close contact with field sales staff; providing updates as required by sales

management.

? Update field sales on product supply, pricing, delivery, contracts, order booking, logistics, contacts, samples, etc.

? Refer pricing requirements/issues to relevant sales manager.

? Use relationships with customers to maximize sales opportunity.

? Work with sales to maintain existing business and to identify new opportunities.

? Provide quotation/product support to customers as necessary.

? Ensure compliance with company policies and procedures for all business processes.

? Understand and use full capability of the internal systems to effectively conduct daily business.

? Generate and use system reports for analysis to manage business effectively.

? Support new process implementation as required.

External Customers: Working with distribution business partners.

? Respond to telephone, fax and email enquiries from customers timely.

? Take responsibility to know products and provide a competent response to customer

enquiries. Seek answers to higher level technical questions and relay to customer/distributor when needed.

? Provide answers to questions on pricing, logistics and delivery queries accurately and timely.

? Perform independently order entry, change orders and samples processing.

? Understand the RMA and credit processes.

? Work with our logistics partners to obtain delivery information; and if necessary, provide trace information for customers.

? Develop and maintain professional and close working relationships with customers.

? Participate in customer meetings as necessary.

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Required Skills

Required:

? Bi-lingual communications skills: able to speak, read and write Japanese and English,

? Must have excellent spoken and written Japanese (business and polite) skills.

? Excellent MS Excel skills.

? Direct communications and sales support with high profile customer.

? Experience in using database applications such as MS Access.

? Ability to clearly and concisely articulate key information to management.

? Must be able to meet deadlines and keep commitments.

Strongly Desire:

? Experience with customer order management.

? Comfortable working with and managing large amounts of data and accurately extracting key elements.

? Able to prioritize and manage time while working with time sensitive data and projects.

? Meets challenges with a positive attitude; takes initiative to recommend and implement any improvements or changes.

? Must be able to work in a dynamic job and market environment.

? Experience using MS Office applications.

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Company Description

Boyd & Moore Executive Search (BMES) is a high-growth, Ginza-based search firm. We provide senior executive and management-level recruiting services in Japan and other Asia Regional markets. Our team of recruiting professionals has extensive experience recruiting for multinational corporations and professional service organizations in a range of vertical markets within the Technology, Pharmaceutical/Medical, Financial, and Professional Service sectors.

BMES has been instrumental in helping numerous US, European, and Asian-based companies establish or grow their position in the Japanese marketplace. Because we have one of the most extensive networks of professionals in Japan, we are able to give our clients their most valuable competitive advantage: fast access to the most highly qualified candidates in the region.

BMES have expertise in four sectors, including Technology, Life Sciences, Finance, and Professional Services. Our client base is predominantly non-Japanese, and each of our search consultants either has or will develop particular expertise and focus in at least one of the above sectors.