



## Customer Service Executive

### Job Information

**Hiring Company**

IDEMIA Japan K.K.

**Subsidiary**

IDEMIA JAPAN

**Job ID**

1516774

**Industry**

Communication

**Company Type**

Large Company (more than 300 employees) - International Company

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

5 million yen ~ 7 million yen

**Salary Bonuses**

Bonuses included in indicated salary.

**Refreshed**

May 1st, 2025 15:00

### General Requirements

**Minimum Experience Level**

Over 6 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Native

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

**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.
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## Required Skills

### 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.
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## Company Description